


EXHIBIT 41

10/7/22, 5:43 PM

12832401 | Salesforce



Case
**Re: Shutterstock
content withdraw...**

[+ Follow](#)
[Link to Contributor Admin](#)
[Link to Customer Admin](#)

Status	Case Nu...	Case Owner	Case Recor...	Contact ...	Lo...
Compl...	12832...	[REDACTED]	IP Team	[REDACTED]	

Chatter
Details
Related
Box


Email
Post
Send to Customer Q...
Send to Privacy
Send to Contributor

[Compose](#)

Sort by:

Most Recent Activity

[Refresh](#)




[REDACTED] (/lightning/r/005a0000007VToNAAW/view) updated this record.

June 6, 2022 at 2:00 PM (/lightning/r/0D53Z00009k0IRFSA2/view)

Description
Changed

Like

Comment




[REDACTED] (/lightning/r/005a0000007VToNAAW/view) closed this case as Completed.

June 6, 2022 at 2:00 PM (/lightning/r/0D53Z00009k0IRFSA2/view)

Status
New to Completed

Like

Comment



[REDACTED] (/lightning/r/005a0000007VToNAAW/view) to Shutterstock Only updated this record.

June 6, 2022 at 2:00 PM (/lightning/r/0D53Z00009k0IRFSA2/view)

[Distribution En...](#)
[Login Sea...](#)
[Recent It...](#)
[No...](#)
[Sales Ops Service ...](#)
[Feedb...](#)

https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001PqSanQAF/view

1/6

CONFIDENTIAL

STK006381

10/7/22, 5:43 PM

12832401 | Salesforce

Status
New to Completed

Like

Comment

Case
 **Re: Shutterstock content withdraw...**
 Write a comment...
 + Follow Link to Contributor Admin Link to Customer Admin


Status Shutterstock Integration (/lightning/r/00530000004s1nKAAQ/view) updated this record ...
 Compl... June 5, 2022 at 11:08 AM (/lightning/r/00530000009iznJoSAI/view)

Case Record Type
Customer Case to IP Team

Like

Comment

Write a comment...

 Shutterstock Integration (/lightning/r/00530000004s1nKAAQ/view) created this case.
 June 5, 2022 at 11:08 AM (/lightning/r/00530000009iznJoSAI/view)


12832401

[View more details](#)

Like

Comment

Write a comment...

 Shutterstock Only sent an email.
 June 5, 2022 at 11:08 AM (/lightning/r/00530000009iznJoSAI/view)

✉ To: compliance ⓘ

We've received this notice, thank you.

Get [Outlook for iOS \(https://aka.ms/o0ukef\)](https://aka.ms/o0ukef).

🔗 Distribution En... 🔍 Login Sea... ⚡ Recent It... 🗑 No... 🛠 Sales Ops Service ... 🗣 Feedb...

<https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001PqSanQAF/view>

2/6

CONFIDENTIAL

STK006382

10/7/22, 5:43 PM

12832401 | Salesforce

Chief Operating Officer



Case

Re: Shutterstock

content withdraw...

Main: [REDACTED]

Fax: [REDACTED]

+ Follow

Link to Contributor Admin

Link to Customer Admin

Status	Case Nu...	Case Owner	Case Recor...	Contact ...	Lo...
Compl...	12832...	[REDACTED]	IP Team	[REDACTED]	[REDACTED]
			www.gradientfinancialgroup.com (http://v		

We believe in celebrating success! Click here to
t (<https://success.gradientps.com/>)ell our leadership team how one of our team



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contain confidential and/or privileged material. Any review, retransmission, dissemination, or other use of this information
than the intended recipient is prohibited. If you received this in error, please contact the sender and delete the message.
Financial Group and its employees do not offer financial, tax, or legal advice.

From: Shutterstock Compliance <compliance@shutterstock.com
(mailto:compliance@shutterstock.com)>

Sent: Friday, June 3, 2022 3:38:49 PM

To: [REDACTED]

Subject: Shutterstock content withdrawal notice - Image 1713215377

EXTERNAL Email - Please do not click links or open attachments unless you recognize the source of this email
and know the content is safe.

Hello,

 Distribution En...  Login Sea...  Recent It...  No...  Sales Ops Service ...  Feedb...

<https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001PqSanQAF/view>

3/6

CONFIDENTIAL

STK006383

10/7/22, 5:43 PM

12832401 | Salesforce

We are writing to you in connection with Shutterstock image ID **1713215377**. Our records show that you hold a license to this content, issued as follows:

Image ID: 1713215377

License Type: multi_share

Licensed on: August 10, 2020 11:52:39



Re: Shutterstock

Due to a legal claim received in connection with this image, we are requesting that you withdraw the image and cease usage, as set forth in the applicable license, until the issue has been resolved.

Status: Completed
 Case Number: 12832401
 Case Owner: [Redacted]
 Case Recorder: IP Team
 Contact: [Redacted]
 Location: [Redacted]

Thank you for your understanding, and apologies for any inconvenience.

Kind Regards,

Shutterstock IP Team

[image04142...](#)

[image90888...](#)

Like

Comment



Case Details

Type

Legal Complaints

Parent Case

Sub-Type

General copyright complaint

Status

Completed

Web Email

[Redacted]

Subject

Re: Shutterstock content withdrawal notice - Image 1713215377

Description

We've received this notice, thank you.



Distribution En...



Login Sea...



Recent It...



No...



Sales Ops Service ...



Feedb...

10/7/22, 5:43 PM

12832401 | Salesforce

Get Outlook for iOS<<https://aka.ms/o0ukef> (<https://aka.ms/o0ukef>)>[REDACTED]
Chief Operating Officer[REDACTED] www.gradientfinancialgroup.com(<http://www.gradientfinancialgroup.com>)

Link to Contributor Admin

Link to Customer Admin

We believe in celebrating success! Click here to
 Status Case Nu Case Owner Case Recor Contact ... Lo...
 Compl... 12832... IP Team

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From: Shutterstock Compliance <compliance@shutterstock.com>(<mailto:compliance@shutterstock.com>)>

Sent: Friday, June 3, 2022 3:38:49 PM

To: [REDACTED]

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EXTERNAL Email - Please do not click links or open attachments unless you recognize the source of this email and know the content is safe.

Hello,

We are writing to you in connection with Shutterstock image ID 1713215377. Our records show that you hold a license to this content, issued as follows:

Image ID: 1713215377

License Type: multi_share

Licensed on: August 10, 2020 11:52:39

Due to a legal claim received in connection with this image, we are requesting that you withdraw the image and cease usage, as set forth in the applicable license, until the issue has been resolved.

To be clear, the issue is with the image itself as uploaded by the contributor to Shutterstock, not in how you are using it.

Thank you for your understanding, and apologies for any inconvenience.

Kind Regards,

Shutterstock IP Team

**Account Details**

Account Name



Login Sea...



Recent It...



No...



Sales Ops Service ...



Feedb...

<https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001PqSanQAF/view>

5/6

CONFIDENTIAL

STK006385

10/7/22, 5:43 PM

12832401 | Salesforce

Parent Account

Type

Agency

Case Website

Re: Shutterstock content withdraw...
www.gradientps.com/ (https://www.gradientps.com/)

Link to Contributor Admin

Link to Customer Admin

Global Region

North America

Status

Case Nu...

Case Owner

Case Recor...

Contact ...

Lo...

Completed

Industry

12832...

IP Team

Branding

Phone

Domestic Region ⓘ

United States

Billing Address

Approval Status ⓘ



Login Details



Link a related record.

Search logins...



Distribution En...



Login Sea...



Recent It...



No...



Sales Ops Service ...



Feedb...

10/7/22, 5:39 PM

12835165 | Salesforce



Case
Re: Shutterstock
content withdraw...

+ Follow

Link to Contributor Admin

Link to Customer Admin

Chatter

Details

Related

Box

Email

Post

Send to Customer Q...

Send to Privacy

Send to Contributor

Write an email...

Compose

Sort by:

Most Recent Activity ▼

Search this feed...



(/lightning/r/005a000000CHDjgAAH/view) closed this case as Completed.
June 17, 2022 at 1237 PM (/lightning/r/00D53Z000009n5SHsSAM/view)

Status

Waiting on Client to Completed

Like

Comment

Write a comment...

(/lightning/r/005a000000CHDjgAAH/view) to Shutterstock Only updated this record.
June 17, 2022 at 1237 PM (/lightning/r/00D53Z000009n5SHrSAM/view)

Status

Waiting on Client to Completed

Like

Comment

Write a comment...

(/lightning/r/005a000000CHDjgAAH/view) to Shutterstock Only posted a file.
June 17, 2022 at 1237 PM (/lightning/r/00D53Z000009n5SGsSAM/view)



Distribution En...

Login Sea...

Recent It...

No...

Sales Ops Service ...

Feedb...

10/7/22, 5:39 PM

12835165 | Salesforce



+ Follow

Link to Contributor Admin

Link to Customer Admin

Like

Comment

Write a comment...

(/lightning/r/005a000000CHDjgAAH/view) updated this record.
 June 17, 2022 at 1237 PM (/lightning/r/0D53Z00009n5SGpSAM/view)

Status
New to Waiting on Client

Like

Comment

Write a comment...

(/lightning/r/005a000000CHDjgAAH/view) to Shutterstock Only updated this record.
 June 17, 2022 at 1237 PM (/lightning/r/0D53Z00009n5SGoSAM/view)

Status
New to Waiting on Client

Like

Comment

Write a comment...

(/lightning/r/005a000000CHDjgAAH/view) to Shutterstock Only sent an email.
 June 17, 2022 at 1237 PM (/lightning/r/0D53Z00009n5Rt5SAE/view)

To:

Hi

Please see attached.

Kind Regards,

IP Team, Shutterstock Login Sea... Recent It... No... Sales Ops Service ... Feedb...

<https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001PqWjAQAV/view>

2/5

CONFIDENTIAL

STK006388

10/7/22, 5:39 PM

12835165 | Salesforce

[Expand Email](#)

Case 1715018149

Re: Shutterstock[+ Follow](#)[Link to Contributor Admin](#)[Link to Customer Admin](#)

1 view

content withdraw...

Like

Comment



Write a comment...



Shutterstock Integration (/lightning/r/00530000004s1nKAAQ/view) updated this record.
[June 6, 2022 at 1034 AM \(/lightning/r/0D53Z000009k088zSAA/view\)](#)

Case Record Type
 Customer Case to IP Team

Like

Comment



Write a comment...



Shutterstock Integration (/lightning/r/00530000004s1nKAAQ/view) created this case.
[June 6, 2022 at 1034 AM \(/lightning/r/0D53Z000009k088xSAA/view\)](#)

12835165[View more details](#)

1 view

Like

Comment



Write a comment...



[redacted] to Shutterstock Only sent an email.

[June 6, 2022 at 1034 AM \(/lightning/r/0D53Z000009k088ySAA/view\)](#)

To: compliance ⓘ

Hello,

Thanks for the notice.

Can you please send me a screenshot of the picture or a link?

It's impossible to find a picture on our shutterstock account just by the Id number.



Distribution En...



Login Sea...



Recent It...



No...



Sales Ops Service ...



Feedb...

<https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001PqWjAQAV/view>

3/5

CONFIDENTIAL

STK006389

10/7/22, 5:39 PM

12835165 | Salesforce

Thanks

Best,

[REDACTED] Case

Re: Shutterstock[+ Follow](#)[Link to Contributor Admin](#)[Link to Customer Admin](#)

El vie., 3 de junio de 2022 2:48 p. m., Shutterstock Compliance <compliance@shutterstock.com> escribió:
content withdraw...

[Expand Email](#)

2 views

Like

Comment



Write a comment...

**Case Details**

Type

Requests

Parent Case

Sub-Type

Partner support

Status

Completed

Web Email

Subject

Re: Shutterstock content withdrawal notice - Image 1715018149

Description

Hello,

Thanks for the notice.

Can you please send me a screenshot of the picture or a link?

It's impossible to find a picture on our shutterstock account just by the
 Id number.

Thanks

Best,

[REDACTED]

El vie., 3 de junio de 2022 2:48 p. m., Shutterstock Compliance <
compliance@shutterstock.com (<mailto:compliance@shutterstock.com>)> escribió:



Distribution En...



Login Sea...



Recent It...



No...



Sales Ops Service ...



Feedb...

> Hello,

<https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001PqWjAQAV/view>

4/5

CONFIDENTIAL

STK006390

10/7/22, 5:39 PM

12835165 | Salesforce

>
 > We are writing to you in connection with Shutterstock image ID
 > *1715018149.* Our records show that you hold a license to this content,
 > issued as follows:
 >

Image ID: 1715018149

License Type: standard

Licensed on: July 6, 2020 11:01:32

Re: Shutterstock content withdraw...

+ Follow

Link to Contributor Admin

Link to Customer Admin

> Due to a legal claim received in connection with this image, we are
 > requesting that you withdraw the image and cease usage, as set forth in the
 > applicable license, until the issue has been resolved.

> To be clear, the issue is with the image itself as uploaded by the
 > contributor to Shutterstock, not in how you are using it.

> Thank you for your understanding, and apologies for any inconvenience.

> Kind Regards,

> Shutterstock IP Team

>



Account Details



Link a related record.

Search accounts...



Login Details



Link a related record.

Search logins...



Distribution En...



Login Sea...



Recent It...



No...




Sales Ops Service ...



Feedb...

10/7/22, 5:40 PM

12835331 | Salesforce



Case
FW: Shutterstock
content withdraw...

+ Follow
Link to Contributor Admin
Link to Customer Admin


Status	Case N...	Case Owner	Case Reco...	Contact ...	L...
Comp...	12835...	[REDACTED]	IP Team	[REDACTED]	

Chatter
Details
Related
Box

Email
Post
Send to Customer Q...
Send to Privacy
Send to Contributor

Write an email...
Compose


Sort by:
Most Recent Activity
Search this feed...




(/lightning/r/005a000000CHDjgAAH/view) closed this case as Completed.
June 17, 2022 at 12:43 PM (/lightning/r/00D53Z000009n5SSvSAM/view)

Status
Waiting on Client to Completed

Like
Comment



Write a comment...




(/lightning/r/005a000000CHDjgAAH/view) to Shutterstock Only updated this record.
June 17, 2022 at 12:43 PM (/lightning/r/00D53Z000009n5SSuSAM/view)

Status
Waiting on Client to Completed

Like
Comment


Write a comment...



(/lightning/r/005a000000CHDjgAAH/view) to Shutterstock Only posted a file.
June 17, 2022 at 12:43 PM (/lightning/r/00D53Z000009n5SQXSA2/view)

Distribution En...
Login Sea...
Recent It...
No...
Sales Ops Service ...
Feedb...

https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001PqXZiQAN/view

1/6

CONFIDENTIAL

STK006392

10/7/22, 5:40 PM

12835331 | Salesforce



Case
**FW: Shutterstock
content withdraw...**

+ Follow

Link to Contributor Admin

Link to Customer Admin

Status	Case N...	Case Owner	Comment	Case Reco...	Contact ...	L...
Like Comp...	12835...	[REDACTED]	[REDACTED]	IP Team	[REDACTED]	

Write a comment...

[REDACTED] (/lightning/r/005a000000CHDjgAAH/view) updated this record.
June 17, 2022 at 12:42 PM (/lightning/r/0D53Z00009n5SOWSA2/view)

Status
New to Waiting on Client

Like

Comment

Write a comment...

[REDACTED] (/lightning/r/005a000000CHDjgAAH/view) to Shutterstock Only updated this
record.
June 17, 2022 at 12:42 PM (/lightning/r/0D53Z00009n5SOVSA2/view)

Status
New to Waiting on Client

Like

Comment

Write a comment...

[REDACTED] (/lightning/r/005a000000CHDjgAAH/view) to Shutterstock Only sent an email.
June 17, 2022 at 12:42 PM (/lightning/r/0D53Z00009n5SOUSA2/view)

To: [REDACTED] (/lightning/r/0033Z00002iRtORQA0/view)

Dear [REDACTED]

Please see attached.

Kind Regards,

[REDACTED]

IP Team, Shutterstock Distribution L... Login Sea... Recent It... No... Sales Ops Service ... Feedb...

10/7/22, 5:40 PM

12835331 | Salesforce

[Expand Email](#)

 1713217363...  image001.png
FW: Shutterstock content withdraw...
 1 view

[+ Follow](#)
[Link to Contributor Admin](#)
[Link to Customer Admin](#)

Status	Case N...	Case Owner	Comment	Case Reco...	Contact ...	L...
Like	12835...	[REDACTED]	...	IP Team	[REDACTED]	
Comp...						

 Write a comment...

Case Details

Type

Requests

Parent Case

Sub-Type

Partner support

Status

Completed

Web Email

Subject

FW: Shutterstock content withdrawal notice - Image 1713217363

Description

Hello,

Could you please send us a screen shot of the image to ensure we are in compliance?
 Since it's showing up as a grey box for us, is it possible for them to send us a screen shot of the actual image so we can be sure we're in compliance?

Thank you,

[REDACTED]
 Accounts Payable Manager
 [REDACTED]
 [REDACTED]

From:

Sent: Monday, June 6, 2022 10:47 AM

To:

Recent It

No...

Sales Ops Service ...

Feedb...

<https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001PqXZiQAN/view>

3/6

CONFIDENTIAL

STK006394

10/7/22, 5:40 PM

12835331 | Salesforce

Subject: Re: Shutterstock content withdrawal notice - Image 1713217363

Case **FW: Shutterstock content withdrawal** [+ Follow](#) [Link to Contributor Admin](#) [Link to Customer Admin](#)

Since it's showing up as a grey box for us, is it possible for them to send us a screen shot of the actual image so we can be sure we're in compliance?

Status	Case N...	Case Owner	Case Reco...	Contact ...	L...
Comp	12835		IP Team		

Text Description automatically generated

From: [REDACTED]

Date: Monday, June 6, 2022 at 6:34 AM

To: [REDACTED]

Cc: [REDACTED]

Subject: Re: Shutterstock content withdrawal notice - Image 1713217363

Hi [REDACTED]

We have no record of this image in any of our files. I used Easy Find to search the server and came up empty handed.

From: [REDACTED]

Date: Sunday, June 5, 2022 at 1:55 PM

To: [REDACTED]

Subject: FW: Shutterstock content withdrawal notice - Image 1713217363

Hi [REDACTED]

I checked Shutterstock, and they must have already pulled the image mentioned in the email. Is there any way to find out what this image is?

From: [REDACTED]

<mailto:[REDACTED]>

Date: Sunday, June 5, 2022 at 1:15 PM

To: [REDACTED]

Re: FW: Shutterstock content withdrawal notice - Image 1713217363

Re: FW: Shutterstock content withdrawal notice - Image 1713217363

Re: FW: Shutterstock content withdrawal notice - Image 1713217363

Re: FW: Shutterstock content withdrawal notice - Image 1713217363

Re: FW: Shutterstock content withdrawal notice - Image 1713217363

Re: FW: Shutterstock content withdrawal notice - Image 1713217363

Re: FW: Shutterstock content withdrawal notice - Image 1713217363

Re: FW: Shutterstock content withdrawal notice - Image 1713217363

Re: FW: Shutterstock content withdrawal notice - Image 1713217363

<https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001PqXZiQAN/view>

4/6

CONFIDENTIAL

STK006395

10/7/22, 5:40 PM

12835331 | Salesforce

Subject: FW: Shutterstock content withdrawal notice - Image 1713217363

Hello,

This email came in from Shutterstock. Please see the email below.



Case and you

FW: Shutterstock content withdraw...

+ Follow

Link to Contributor Admin

Link to Customer Admin

Status	Case N...	Case Owner	Case Reco...	Contact ...	L...
Accounts Payable Manager	12835		IP Team		
Comp...	Baker Publishing Group				

From: Shutterstock Compliance <compliance@shutterstock.com>
 (mailto:compliance@shutterstock.com)<mailto:compliance@shutterstock.com>
 (mailto:compliance@shutterstock.com)>>

Sent: Friday, June 3, 2022 4:28 PM

To:

Subject: Shutterstock content withdrawal notice - Image 1713217363

Hello,

We are writing to you in connection with Shutterstock image ID 1713217363. Our records show that you hold a license to this content, issued as follows:

Image ID: 1713217363

License Type: multi_share

Licensed on: May 8, 2020 14:45:44

Due to a legal claim received in connection with this image, we are requesting that you withdraw the image and cease usage, as set forth in the applicable license, until the issue has been resolved.

To be clear, the issue is with the image itself as uploaded by the contributor to Shutterstock, not in how you are using it.








Thank you for your understanding, and apologies for any inconvenience.

Kind Regards,

Shutterstock IP Team

Account Details

Account Name

 Parent Account
 Distribution En...
  Login Sea...
  Recent It...
  No...
  Sales Ops Service ...
  Feedb...

<https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001PqXZiQAN/view>

5/6

CONFIDENTIAL

STK006396

10/7/22, 5:40 PM

12835331 | Salesforce

Type

Media/Publisher

Website

www.bakerpublishinggroup.com (<https://www.bakerpublishinggroup.com>).

Global Region ⓘ

North America

FW: Shutterstock

Industry

Book Publisher

+ Follow

Link to Contributor Admin

Link to Customer Admin

Content withdraw...

Status	Case Name	Case N...	Case Owner	Case Reco...	Contact ...	L...
C		835...		IP Team		

Domestic Region ⓘ

United States

Billing Address

Approval Status ⓘ

Login Details

▼

Link a related record.

Search logins...

10/7/22, 5:40 PM

12835350 | Salesforce



Case

**Re: [EXTERNAL]
Shutterstock con...**

+ Follow

Link to Contributor Admin

Link to Customer Admin

Chatter

Details

Related

Box

Email

Post

Send to Customer Q...

Send to Privacy

Send to Contributor

Write an email...

Compose

Sort by:

Most Recent Activity ▼

Search this feed...



(/lightning/r/005a000000CHDjgAAH/view) closed this case as Completed.
 June 17, 2022 at 12:45 PM (/lightning/r/00D53Z00009n5SVkSAM/view)

Status

Waiting on Client to Completed

Like

Comment

Write a comment...

(/lightning/r/005a000000CHDjgAAH/view) to Shutterstock Only updated this
 record.
 June 17, 2022 at 12:45 PM (/lightning/r/00D53Z00009n5SVjSAM/view)

Status

Waiting on Client to Completed

Like

Comment

Write a comment...

(/lightning/r/005a000000CHDjgAAH/view) to Shutterstock Only posted a file.
 June 17, 2022 at 12:44 PM (/lightning/r/00D53Z00009n5SPUSA2/view)



Distribution En...

Login Sea...

Recent It...

No...

Sales Ops Service ...

Feedb...

10/7/22, 5:40 PM

12835350 | Salesforce



Case
Re: [EXTERNAL]

Shutterstock con...

+ Follow

Link to Contributor Admin

Link to Customer Admin

Like

Comment

Write a comment...

(/lightning/r/005a000000CHDjgAAH/view) updated this record.
June 17, 2022 at 12:44 PM (/lightning/r/0D53Z00009n5SV0SAM/view)

Status
New to Waiting on Client

Like

Comment

Write a comment...

(/lightning/r/005a000000CHDjgAAH/view) to Shutterstock Only updated this record.
June 17, 2022 at 12:44 PM (/lightning/r/0D53Z00009n5RoySAE/view)

Status
New to Waiting on Client

Like

Comment

Write a comment...

(/lightning/r/005a000000CHDjgAAH/view) to Shutterstock Only sent an email.
June 17, 2022 at 12:44 PM (/lightning/r/0D53Z00009n5RoxSAE/view)

To: (/lightning/r/0033Z00002P8HfsQAF/view)

Dear ,

Please see attached.

Kind Regards,

Team, Shutterstock

Login Sea...

Recent It...

No...

Sales Ops Service ...

Feedb...

https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001PqXchQAF/view

2/5

CONFIDENTIAL

STK006399

10/7/22, 5:40 PM

12835350 | Salesforce

Expand EmailCase
1856153815

image09103...

Re: [EXTERNAL]

+ Follow

Link to Contributor Admin

Link to Customer Admin

1 view **Shutterstock con...**

Like

Comment

Write a comment...

Case Details

Type

Requests

Parent Case

Sub-Type

Partner support

Status

Completed

Web Email

Subject

Re: [EXTERNAL] Shutterstock content withdrawal notice - Image 1856153815

Description

Greetings,

Thank you for the notice. Is there a watermarked version of the image that I can see, so I can pinpoint it and remove? I tried searching 1856153815 to no avail. Thank you.

Creative Designer

Starin.biz (http://Starin.biz).

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Booth #W1903 VIP Code: STA713

Donate to #StarinCares

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Feedback...

https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001PqXchQAF/view

3/5

CONFIDENTIAL

STK006400

10/7/22, 5:40 PM

12835350 | Salesforce

message and its attachments, if any.

From: Shutterstock Compliance <compliance@shutterstock.com>
(<mailto:compliance@shutterstock.com>).>

Date: Friday, June 3, 2022 at 1:48 PM

To: [REDACTED]

Subject: [EXTERNAL] Shutterstock content withdrawal notice - Image 1856153815

Re: [EXTERNAL]

+ Follow

Link to Contributor Admin

Link to Customer Admin

Shutterstock con...

We are writing to you in connection with Shutterstock image ID 1856153815. Our records show that you hold a license to this content, issued as follows:

Image ID: 1856153815

License Type: standard

Licensed on: December 23, 2020 23:01:25

Due to a legal claim received in connection with this image, we are requesting that you withdraw the image and cease usage, as set forth in the applicable license, until the issue has been resolved.

To be clear, the issue is with the image itself as uploaded by the contributor to Shutterstock, not in how you are using it.

Thank you for your understanding, and apologies for any inconvenience.

Kind Regards,

Shutterstock IP Team

Disclaimer

This email has been scanned for viruses and malware, and may have been automatically archived.



Account Details

Account Name

[REDACTED]

Parent Account

Type

Agency

Website

[starin.biz \(https://starin.biz\)](https://starin.biz)

Global Region ⓘ

North America

Industry

Advertising Agency

Phone

[REDACTED]

Domestic Region ⓘ



Distribution En
United States



Login Sea...



Recent It...



No...



Sales Ops Service ...



Feedb...

10/7/22, 5:40 PM

12835350 | Salesforce

Billing Address



United States



Approval Status ⓘ

Case
Re: [EXTERNAL]
Shutterstock con...

+ Follow

Link to Contributor Admin

Link to Customer Admin



Login Details



Link a related record.

Search logins...



Distribution En...



Login Sea...



Recent It...



No...




Sales Ops Service ...



Feedb...

10/7/22, 5:40 PM

12835457 | Salesforce



Case

RE: [EXTERNAL]

Shutterstock con...

[+ Follow](#)
[Link to Contributor Admin](#)
[Link to Customer Admin](#)

Status	Case N...	Case Owner	Case Rec...	Contact Name	L...
Com...	1283...	[REDACTED]	IP Team	[REDACTED]	


Chatter Details Related Box

Email Post Send to Customer Q... Send to Privacy Send to Contributor

Write an email... [Compose](#)

Sort by:


Most Recent Activity [Refresh](#)


 [\[REDACTED\] \(/lightning/r/005a000000CHDjgAAH/view\)](#) closed this case as Completed. [View](#)

June 17, 2022 at 12:41 PM ([/lightning/r/0D53Z000009n5SMzSAM/view](#))

Status
Waiting on Client to Completed

[Like](#) [Comment](#)


 Write a comment...


 [\[REDACTED\] \(/lightning/r/005a000000CHDjgAAH/view\)](#) to Shutterstock Only updated this record. [View](#)

June 17, 2022 at 12:41 PM ([/lightning/r/0D53Z000009n5SMzSAM/view](#))

Status
Waiting on Client to Completed

[Like](#) [Comment](#)

 Write a comment...

 [\[REDACTED\] \(/lightning/r/005a000000CHDjgAAH/view\)](#) to Shutterstock Only posted a file. [View](#)

June 17, 2022 at 12:40 PM ([/lightning/r/0D53Z000009n5SMzSAM/view](#))

[Distribution En...](#) [Login Sea...](#) [Recent It...](#) [No...](#) [Sales Ops Service ...](#) [Feedb...](#)

10/7/22, 5:40 PM

12835457 | Salesforce



Case
RE: [EXTERNAL]
Shutterstock con...

+ Follow

Link to Contributor Admin

Link to Customer Admin

Status	Case N...	Case Owner	Comment	Case Rec...	Contact Name	L...
Like Com...	1283...	[REDACTED]	[REDACTED]	IP Team	[REDACTED]	[REDACTED]

Write a comment...

[REDACTED] (/lightning/r/005a000000CHDjgAAH/view) updated this record.
June 17, 2022 at 12:40 PM (/lightning/r/0D53Z00009n5SMxSAM/view)

Status
New to Waiting on Client

Like Comment

Write a comment...

[REDACTED] (/lightning/r/005a000000CHDjgAAH/view) to Shutterstock Only updated this record.
June 17, 2022 at 12:40 PM (/lightning/r/0D53Z00009n5SMwSAM/view)

Status
New to Waiting on Client

Like Comment

Write a comment...

[REDACTED] (/lightning/r/005a000000CHDjgAAH/view) to Shutterstock Only sent an email.
June 17, 2022 at 12:40 PM (/lightning/r/0D53Z00009n5SK1SAM/view)

To: [REDACTED] (/lightning/r/003a000002NUIOwAAL/v...)

Dear [REDACTED]

Please see attached.

Kind Regards,

[REDACTED]

IP Team, Shutterstock Distribution L... Login Sea... Recent It... No... Sales Ops Service ... Feedb...

10/7/22, 5:40 PM

12835457 | Salesforce

[Expand Email](#)

 1719860023...  image001.png
RE: [EXTERNAL] Shutterstock con... + Follow Link to Contributor Admin Link to Customer Admin
 1 view

Status	Case N...	Case Owner	Comment	Case Rec...	Contact Name	L...
Like	1283...	[REDACTED]		IP Team	[REDACTED]	

 Write a comment...

Case Details

Type

Requests

Parent Case

Sub-Type

Partner support

Status

Completed

Web Email

Subject

RE: [EXTERNAL] Shutterstock content withdrawal notice - Image 1719860023

Description

We are unable to identify this image, would you send a file for review, please?

Marketing Business Coordinator

geha.com (<http://geha.com>) <<http://www.geha.com/> (<http://www.geha.com/>)>

[\[cid:image001.png@01D87990.50C6FFA0 \(mailto:image001.png@01D87990.50C6FFA0\)\]](mailto:image001.png@01D87990.50C6FFA0)

I will be out of office for the afternoon June 2.

 From: Shutterstock Compliance <compliance@shutterstock.com
 (<mailto:compliance@shutterstock.com>)>

Sent: Friday, June 3, 2022 3:34 PM

To: [REDACTED]

Subject: [EXTERNAL] Shutterstock content withdrawal notice - Image 1719860023

External Email



Distribution En...



Login Sea...



Recent It...



No...



Sales Ops Service ...



Feedb...

10/7/22, 5:40 PM

12835457 | Salesforce

We are writing to you in connection with Shutterstock image ID 1719860023. Our records show that you hold a license to this content, issued as follows:

Image ID: 1719860023

License Type: standard

Licensed on: November 17, 2020 18:12:25

RE: [EXTERNAL] [+ Follow](#) [Link to Contributor Admin](#) [Link to Customer Admin](#)
 Due to a legal claim received in connection with this image, we are requesting that you withdraw the image and cease usage, as set forth in the applicable license, until the issue has been resolved.

Status: **Case N...** **Case Owner:** **Case Rec:** **Contact Name** **L...**
 Com: **1283** **IP Team** **Shutterstock** not in
 How you are using it:

Thank you for your understanding, and apologies for any inconvenience.

Kind Regards,

Shutterstock IP Team

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Account Details

Account Name

Parent Account

Type

Corporate

Website

Global Region ⓘ

North America

Industry

Other

Phone

www.geha.com

Domestic Region ⓘ

United States

Billing Address



Sea...

Recent It...

No...

Sales Ops Service ...

Feedb...

<https://shutterstock.salesforce.com/lightning/Case/5003Z00001PqXhOQAV/view>

4/5

CONFIDENTIAL

STK006406

10/7/22, 5:40 PM

12835457 | Salesforce

Approval Status ⓘ



Case Login Details
RE: [EXTERNAL]
Shutterstock con...

+ Follow

Link to Contributor Admin
Link a related record.


Link to Customer Admin

Status	Search logins	Case N...	Case Owner	Case Rec...	Contact Name	⌵...
Com...		1283...	[REDACTED]	IP Team	[REDACTED]	

1/5


10/7/22, 5:39 PM

12835573 | Salesforce

 (/lightning/r/005a000000CHDjgAAH/view) to Shutterstock Only updated this record.
 June 17, 2022 at 12:39 PM (/lightning/r/0D53Z00009n5SKISAM/view)

Status

Waiting on Client to Completed

 **RE: Shutterstock
content withdraw...**

+ Follow

Link to Contributor Admin

Link to Customer Admin

Like

Comment

Status

Case N...

Case Owner

Case Reco...

Contact ...


L...

Comment

12835...

IP Team

Write a comment...

 (/lightning/r/005a000000CHDjgAAH/view) updated this record.
 June 17, 2022 at 12:39 PM (/lightning/r/0D53Z00009n5SJzSAM/view)


Status

New to Waiting on Client

Like

Comment

Write a comment...

 (/lightning/r/005a000000CHDjgAAH/view) to Shutterstock Only updated this record.
 June 17, 2022 at 12:39 PM (/lightning/r/0D53Z00009n5SJxSAM/view)


Status


New to Waiting on Client

Like

Comment

Write a comment...


 (/lightning/r/005a000000CHDjgAAH/view) to Shutterstock Only sent an email.
 June 17, 2022 at 12:39 PM (/lightning/r/0D53Z00009n5SJxSAM/view)

 To: social ⓘ

Hello,

Please see attached,

Kind Regards,


 IP Team, Shutterstock


Distribution En...



Login Sea...



Recent It...



No...



Sales Ops Service ...



Feedb...

<https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001PqY9cQAF/view>


2/5

CONFIDENTIAL

STK006409

10/7/22, 5:39 PM

12835573 | Salesforce

[Expand Email](#) [1711020571...](#)

wCase

RE: Shutterstock[+ Follow](#)[Link to Contributor Admin](#)[Link to Customer Admin](#)Like **Content withdraw...**

Comment

Status	Case N...	Case Owner	Case Reco...	Contact ...	L...
Ci	Write a comment...	12835573	IP Team		



Shutterstock Integration (/lightning/r/00530000004s1nKAAQ/view) updated this record.
[June 6, 2022 at 1154 AM \(/lightning/r/0D53Z00009k0DFbSAM/view\)](#)

Case Record Type
 Customer Case to IP Team



Like



Comment



Shutterstock Integration (/lightning/r/00530000004s1nKAAQ/view) created this case.
[June 6, 2022 at 1154 AM \(/lightning/r/0D53Z00009k0DFZSA2/view\)](#)

[12835573](#)[View more details](#)

1 view



Like



Comment



to Shutterstock Only sent an email.

[June 6, 2022 at 1154 AM \(/lightning/r/0D53Z00009k0DFaSAM/view\)](#)



To: compliance ⓘ

Good Morning.

Please send me the screenshot of the image to confirm the image used.

Thank You!

Social Media Team at pr. business

Distribution En...
[Expand Email](#)

Login Sea...



Recent It...



No...



Sales Ops Service ...



Feedb...

<https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001PqY9cQAF/view>

3/5

CONFIDENTIAL

STK006410

10/7/22, 5:39 PM

12835573 | Salesforce

2 views

Like

Comment

Write a comment...

RE: Shutterstock [+ Follow](#) [Link to Contributor Admin](#) [Link to Customer Admin](#)

content withdraw...
Case Details

Status	Case N...	Case Owner	Case Reco...	Contact ...	L...
Comp...	12835...	[REDACTED]	IP Team		

Requests

Parent Case

Sub-Type

Partner support

Status

Completed

Web Email

Subject

RE: Shutterstock content withdrawal notice - Image 1711020571

Description

Good Morning.

Please send me the screenshot of the image to confirm the image used.

Thank You!

Social Media Team at pr. business

----- Original Message -----

From: Shutterstock Compliance [compliance@shutterstock.com]
 (mailto:compliance@shutterstock.com)]

Sent: 6/3/2022 4:51 PM

To: [REDACTED]

Subject: Shutterstock content withdrawal notice - Image 1711020571

Hello,

We are writing to you in connection with Shutterstock image ID 1711020571. Our records show that you hold a license to this content, issued as follows:

Image ID: 1711020571

License Type: standard

Licensed on: January 21, 2021 12:45:03

Due to a legal claim received in connection with this image, we are requesting that you withdraw the image and cease usage, as set forth in the applicable license, until the issue has been resolved.

To be clear, the issue is with the image itself as uploaded by the contributor to Shutterstock, not in how you are using it.

Thank you for your understanding, and apologies for any inconvenience.

Kind Regards,

Shutterstock IP Team

[Distribution En...](#) [Login Sea...](#) [Recent It...](#) [No...](#) [Sales Ops Service ...](#) [Feedb...](#)

<https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001PqY9cQAF/view>

4/5

CONFIDENTIAL

STK006411

10/7/22, 5:39 PM

12835573 | Salesforce

Account Details

Link a related record.

Search accounts...



Case
12835573
**Shutterstock
content withdraw...**

+ Follow

Link to Contributor Admin

Link to Customer Admin

Link a related record.

Status	Case N...	Case Owner	Case Reco...	Contact ...	L...
Search logins...	12835...	[REDACTED]	IP Team		

10/7/22, 5:42 PM

12836379 | Salesforce



Case

**Re: Shutterstock
content withdraw...**

+ Follow

Link to Contributor Admin

Link to Customer Admin

Chatter

Details

Related

Box

Email

Post

Send to Customer Q...

Send to Privacy

Send to Contributor

Write an email...

Compose

Sort by:

Most Recent Activity ▼

Search this feed...



(/lightning/r/0050c00000CmSV1AAN/view) updated this record.
 June 13, 2022 at 334 PM (/lightning/r/0D53Z000009IM48nSAC/view)

Description
 Changed

Like

Comment

Write a comment...

(/lightning/r/0050c00000CmSV1AAN/view) closed this case as Completed.
 June 13, 2022 at 334 PM (/lightning/r/0D53Z000009IM48mSAC/view)

Status
 New to Completed

Like

Comment

Write a comment...

(/lightning/r/0050c00000CmSV1AAN/view) to Shutterstock Only updated this
 record.

June 13, 2022 at 334 PM (/lightning/r/0D53Z000009IM48mSAC/view)



Distribution En...



Login Sea...



Recent It...



No...



Sales Ops Service ...



Feedb...

10/7/22, 5:42 PM

12836379 | Salesforce

Status
New to Completed



Like Case

Re: Shutterstock

+ Follow



Comment

Link to Contributor Admin

Link to Customer Admin

**content withdraw...**

Write a comment...



Shutterstock Integration (/lightning/r/00530000004s1nKAAQ/view) updated this record.
[June 6, 2022 at 2:42 PM \(/lightning/r/00D53Z00009k0KDTSA2/view\)](#)



Case Record Type
Customer Case to IP Team



Like



Comment



Write a comment...



Shutterstock Integration (/lightning/r/00530000004s1nKAAQ/view) created this case.
[June 6, 2022 at 2:42 PM \(/lightning/r/00D53Z00009k0KDRSA2/view\)](#)

12836379[View more details](#)

Like



Comment



Write a comment...



to Shutterstock Only sent an email.


[June 6, 2022 at 2:42 PM \(/lightning/r/00D53Z00009k0KDSSA2/view\)](#)


To: compliance ⓘ

Hello,

I've just checked with my team and we ended up never using this image.
 We should have no problems regarding its usage.

Thank you for letting us know.

Kindly,



Distribution En...



Login Sea...



Recent It...



No...



Sales Ops Service ...



Feedb...

10/7/22, 5:42 PM

12836379 | Salesforce



Case

**Re: Shutterstock
content withdraw...**[+ Follow](#)[Link to Contributor Admin](#)[Link to Customer Admin](#)

On Fri, Jun 3, 2022 at 5:28 PM Shutterstock Compliance <compliance@shutterstock.com
(mailto:compliance@shutterstock.com)> wrote:

[Expand Email](#)

Like

Comment



Write a comment...

**Case Details**

Type

Non-Case

Parent Case

Sub-Type

Takedown (sent receipt)

Status

Completed

Web Email

Subject

Re: Shutterstock content withdrawal notice - Image 1713211726

Description

Hello,

I've just checked with my team and we ended up never using this image.
We should have no problems regarding its usage.

Thank you for letting us know.

Kindly,

On Fri, Jun 3, 2022 at 5:28 PM Shutterstock Compliance <
compliance@shutterstock.com (mailto:compliance@shutterstock.com)> wrote:

Distribution En...
> Hello,

Login Sea...



Recent It...



No...



Sales Ops Service ...



Feedb...

<https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001Pqa52QAB/view>

3/5

CONFIDENTIAL

STK006415

10/7/22, 5:42 PM

12836379 | Salesforce

>
 > We are writing to you in connection with Shutterstock image ID
 > *1713211726.* Our records show that you hold a license to this content,
 > issued as follows:

>

> Image ID: 1713211726

> License Type: standard

> Licensed on: February 4, 2021 12:48:13

> **Re: Shutterstock content withdraw...**

> Due to a legal claim received in connection with this image, we are
 > requesting that you withdraw the image and cease usage, as set forth in the
 > applicable license, until the issue has been resolved.

>

> To be clear, the issue is with the image itself as uploaded by the
 > contributor to Shutterstock, not in how you are using it.

>

> Thank you for your understanding, and apologies for any inconvenience.

>

>

> Kind Regards,

>

> Shutterstock IP Team

>

Account Details

Account Name

Shutterstock Customer IM - 2888

Parent Account

Shutterstock Customer IM - 9994 Amount (/lightning/r/001a000001b3SawAAE/view).

Type

Website

Global Region ⓘ

Industry

Phone

Domestic Region ⓘ

Billing Address

Approval Status ⓘ



Distribution En...



Login Sea...



Recent It...



No...



Sales Ops Service ...



Feedb...

Login Details

<https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001Pqa52QAB/view>

4/5

CONFIDENTIAL

STK006416

10/7/22, 5:42 PM

12836379 | Salesforce

Link a related record.

Search logins...



Case
**Re: Shutterstock
content withdraw...**

+ Follow

Link to Contributor Admin

Link to Customer Admin



Distribution En...



Login Sea...



Recent It...



No...




Sales Ops Service ...



Feedb...

10/7/22, 5:41 PM

12837233 | Salesforce



Case
**RE: Shutterstock
content withdraw...**

+ Follow
Link to Contributor Admin
Link to Customer Admin


Status	Case N...	Case Owner	Case Reco...	Contact N...	L...
Com...	12837...		IP Team		

Chatter
Details
Related
Box

Email
Post
Send to Customer Q...
Send to Privacy
Send to Contributor

Write an email...
Compose


Sort by:
Most Recent Activity
Search this feed...




(/lightning/r/0050c00000CmSV1AAN/view) updated this record.
June 14, 2022 at 252 PM (/lightning/r/0D53Z000009n3bbGSAQ/view)

Description
Changed

Like
Comment



Write a comment...




(/lightning/r/0050c00000CmSV1AAN/view) closed this case as Completed.
June 14, 2022 at 252 PM (/lightning/r/0D53Z000009n3bbFSAQ/view)

Status
New to Completed

Like
Comment


Write a comment...



(/lightning/r/0050c00000CmSV1AAN/view) to Shutterstock Only updated this
record.
June 14, 2022 at 252 PM (/lightning/r/0D53Z000009n3bbFSAQ/view)

Distribution En...
Login Sea...
Recent It...
No...
Sales Ops Service ...
Feedb...

https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001PqcLQQAJ/view

1/6

CONFIDENTIAL

STK006418

10/7/22, 5:41 PM

12837233 | Salesforce

Status
New to Completed

Like



Case

Comment

RE: Shutterstock

+ Follow

Link to Contributor Admin

Link to Customer Admin

content withdraw...

Status



Case N...

Case Owner

Case Reco...

Contact N...

L...

Shutterstock Integration (/lightning/r/00530000004s1nKAAQ/view) updated this case.
June 6, 2022 at 6:48 PM (/lightning/r/0D53Z00009IIBbbSAG/view)

Case Record Type
Customer Case to IP Team

Like

Comment

Write a comment...



Shutterstock Integration (/lightning/r/00530000004s1nKAAQ/view) created this case.
June 6, 2022 at 6:48 PM (/lightning/r/0D53Z00009IIAyTSAW/view)

12837233[View more details](#)

Like

Comment

Write a comment...



to Shutterstock Only sent an email.
June 6, 2022 at 6:48 PM (/lightning/r/0D53Z00009IIAyUSAW/view)



To: compliance ⓘ

Is it possible for you to send a picture of the image?

Thank you!



RPG Souvenirs

[www.rpgsouvenirs.com \(http://www.rpgsouvenirs.com/\)](http://www.rpgsouvenirs.com/)

Distribution En...



Login Sea...



Recent It...



No...



Sales Ops Service ...



Feedb...

10/7/22, 5:41 PM

12837233 | Salesforce



SOUVENIRS

RE: Shutterstock
content withdraw...

+ Follow

Link to Contributor Admin

Link to Customer Admin

Status	Case N...	Case Owner	Case Reco...	Contact N...	L...
Com	12837		IP Team		

From: Shutterstock Compliance <compl@shutterstock.com (mailto:compl@shutterstock.com)>

Sent: Friday, June 3, 2022 2:47 PM

To:

Subject: Shutterstock content withdrawal notice - Image 1844806996

Hello,

We are writing to you in connection with Shutterstock image ID **1844806996**. Our records show that you hold a license to this content, issued as follows:

Image ID: 1844806996

License Type: enhanced

Licensed on: February 11, 2021 15:28:24

Due to a legal claim received in connection with this image, we are requesting that you withdraw the image and cease usage, as set forth in the applicable license, until the issue has been resolved.

To be clear, the issue is with the image itself as uploaded by the contributor to Shutterstock, not in how you are using it.

Thank you for your understanding, and apologies for any inconvenience.

Kind Regards,

Shutterstock IP Team



image001.jpg



image002.jpg



image003.jpg



Like



Comment



Write a comment...



Case Details



Distribution En...



Login Sea...



Recent It...



No...



Sales Ops Service ...



Feedb...

https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001PqcL0QAJ/view

3/6

CONFIDENTIAL

STK006420

10/7/22, 5:41 PM

12837233 | Salesforce

NON-Case

Parent Case

Sub-Type

Takedown (sent receipt)

Case

RE: Shutterstock content withdrawal...

+ Follow

Link to Contributor Admin

Link to Customer Admin

Web Email

Status	Case N...	Case Owner	Case Reco...	Contact N...	L...
Completed	12837...		IP Team		

Subject RE: Shutterstock content withdrawal notice - Image 1844806996

Description

Is it possible for you to send a picture of the image?

Thank you!

From: Shutterstock Compliance <compliance@shutterstock.com>
(<mailto:compliance@shutterstock.com>)>

Sent: Friday, June 3, 2022 2:47 PM

To:

Subject: Shutterstock content withdrawal notice - Image 1844806996

Hello,

Distribution En
 Login Sea
 Recent It
 No
 Sales Ops Service
 Feedb...

We are writing to you in connection with Shutterstock image ID 1844806996. Our records show that

<https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001PqcLQQAJ/view>

4/6

CONFIDENTIAL

STK006421

10/7/22, 5:41 PM

12837233 | Salesforce

you hold a license to this content, issued as follows:

Image ID: 1844806996



Case Type: enhanced
RE: Shutterstock

+ Follow

Link to Contributor Admin

Link to Customer Admin

License type: Standard License
content withdrawn 10/21 15:28:24

Status	Case N...	Case Owner	Case Reco...	Contact N...	L...
Com...	12837...	[REDACTED]	IP Team	[REDACTED]	

Due to a legal claim received in connection with this image, we are requesting that you withdraw the image and cease usage, as set forth in the applicable license, until the issue has been resolved.

To be clear, the issue is with the image itself as uploaded by the contributor to Shutterstock, not in how you are using it.

Thank you for your understanding, and apologies for any inconvenience.

Kind Regards,

Shutterstock IP Team



Account Details



Account Name

Shutterstock Customer IM - 2808

Parent Account

[Shutterstock Customer IM - 9994 Amount \(/lightning/r/001a000001b3SawAAE/view\)](#)

Type

Website

Global Region ⓘ

Industry

Phone



Distribution En...



Login Sea...



Recent It...



No...



Sales Ops Service ...



Feedb...

Domestic Region ⓘ

<https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001PqcL0QAJ/view>

5/6

CONFIDENTIAL

STK006422

10/7/22, 5:41 PM

12837233 | Salesforce

Billing Address

Approval Status ⓘ

Case

RE: Shutterstock

content withdraw...

+ Follow

Link to Contributor Admin

Link to Customer Admin

Status

Com...

Login Details

Case N...
12837...

Case Owner

[REDACTED]

Case Reco...

IP Team

Contact N...

[REDACTED]

L...

▼

Link a related record.

Search logins...

🔍

🔗 Distribution En...

🔍 Login Sea...

⚡ Recent It...

🗑 No...

🔧 Sales Ops Service ...

💬 Feedb...

https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001PqcL0QAJ/view

6/6

CONFIDENTIAL

STK006423

10/7/22, 5:40 PM

12843697 | Salesforce



Case
**RE: Shutterstock
content withdraw...**

+ Follow

Link to Contributor Admin

Link to Customer Admin

Chatter

Details

Related

Box

Email

Post

Send to Customer Q...

Send to Privacy

Send to Contributor

Write an email...

Compose

Sort by:

Most Recent Activity ▼

Search this feed...



This record was updated.

June 21, 2022 at 3:19 PM

Description
Changed

Status
Waiting on Client to Completed

[Show All Updates](#)

(/lightning/r/005a000000CHDjgAAH/view) to Shutterstock Only updated this record.

June 21, 2022 at 3:19 PM (/lightning/r/0D53Z000009n71jUSAQ/view)

Status

Waiting on Client to Completed

Like

Comment



Write a comment...



Distrib...

(/lightning/r/005a000000CHDjgAAH/view) to Shutterstock Only updated this record.



Feedb...

10/7/22, 5:40 PM

12843697 | Salesforce

record.

June 21, 2022 at 3:19 PM (/lightning/r/0D53Z00009n71y4SAA/view)

Status

New to Waiting on Client



Case

RE: Shutterstock

Like

content withdraw...

+ Follow



Link to Contributor Admin

Comment

Link to Customer Admin

Write a comment...

(/lightning/r/005a000000CHDjgAAH/view) to Shutterstock Only sent an email.

June 21, 2022 at 3:19 PM (/lightning/r/0D53Z00009n71y3SAA/view)



To: (/lightning/r/003a000002D4TacAAF/view) ⓘ

Dear

Please see attached.

King Regards,

IP Team, Shutterstock

Expand Email

1711019179...



1711019611...



image001.png



image002.png



image003.png

Show all 11 attachments

1 view



Like



Comment

Write a comment...



Shutterstock Integration (/lightning/r/00530000004s1nKAAQ/view) updated this record.

June 8, 2022 at 5:03 AM (/lightning/r/0D53Z000091JApJSAW/view)

Case Record Type

Customer Case to IP Team



Like



Comment

Write a comment...



Distribute to all regions (/lightning/r/00530000004s1nKAAQ/view) Present this case to...



Feedback...

10/7/22, 5:40 PM

12843697 | Salesforce

June 8, 2022 at 5:03 AM (/lightning/r/0D53Z00009JB13SAG/view)12843697

Case

**RE: Shutterstock
content withdraw...**

1 view

[View more details](#)

+ Follow

[Link to Contributor Admin](#)[Link to Customer Admin](#)

Like

Comment



Write a comment...



to Shutterstock Only sent an email.

June 8, 2022 at 5:03 AM (/lightning/r/0D53Z00009JB14SAG/view)

To: compliance ⓘ

Hi Compliance Team,

We are not able to identify the images 1711019611 and 1711019179

We usually rename the image before using it. I searched the photos on Shutterstock, looking for a visual, but I couldn't find it.

It would help if you could send us the photos to identify and take them down.

Regards,

**Head of IT, Black Tomato Group**BLACK
TOMATO<http://www.blacktomato.c><https://www.instagram.com/blacktomatotrave/>, <https://www.facebook.com/blacktomato/>, <https://www.>

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<https://www.blacktomato.com/our-privacy-policy/>

Distribution En...



Login Sea...



Recent It...



No...



Sales Ops Service ...



Feedb...

<https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001Pqp3LQAR/view>

3/7

CONFIDENTIAL

STK006426

10/7/22, 5:40 PM

12843697 | Salesforce

From: Shutterstock Compliance <compliance@shutterstock.com (mailto:compliance@shutterstock.com)>**Sent:** 03 June 2022 21:28**To:** [REDACTED]**Subject:** Shutterstock content withdrawal notice - image 1711019611

Case

**RE: Shutterstock
content withdraw...**[+ Follow](#)[Link to Contributor Admin](#)[Link to Customer Admin](#)

Hello,

We are writing to you in connection with Shutterstock image ID **1711019611**. Our records show that you hold a license to this content, issued as follows:

Image ID: 1711019611

License Type: standard

Licensed on: November 26, 2020 6:32:20

Due to a legal claim received in connection with this image, we are requesting that you withdraw the image and cease usage, as set forth in the applicable license, until the issue has been resolved.

To be clear, the issue is with the image itself as uploaded by the contributor to Shutterstock, not in how you are using it.

Thank you for your understanding, and apologies for any inconvenience.

Kind Regards,

Shutterstock IP Team

[image001.png](#)[image002.png](#)[image003.png](#)[image004.png](#)[image005.png](#)[Show all 9 attachments](#)

2 views

Like

Comment



Write a comment...

**Case Details**

Type

Requests

Parent Case

Sub-Type

Partner support

Status

Distribution En...
Completed

Login Sea...



Recent It...



No...



Sales Ops Service ...



Feedb...

<https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001Pqp3LQAR/view>

4/7

CONFIDENTIAL

STK006427

10/7/22, 5:40 PM

12843697 | Salesforce

Web Email

Subject

RE: Shutterstock content withdrawal notice - Image 1711019611



Shutterstock

+ Follow

Link to Contributor Admin

Link to Customer Admin

content withdraw...

We are not able to identify the images 1711019611 and 1711019179

We usually rename the image before using it. I searched the photos on Shutterstock, looking for a visual, but I couldn't find it.

It would help if you could send us the photos to identify and take them down.

Regards,

[Redacted Signature]

[cid:image001.png@01D87B1E.6C36B6B0 (mailto:image001.png@01D87B1E.6C36B6B0)]
<<http://www.blacktomato.com/> (<http://www.blacktomato.com/>)>

[Redacted]

Head of IT

Black Tomato Group

[cid:image002.png@01D87B1E.6C36B6B0 (mailto:image002.png@01D87B1E.6C36B6B0)]

[Redacted]

[cid:image003.png@01D87B1E.6C36B6B0 (mailto:image003.png@01D87B1E.6C36B6B0)]

[Redacted]

[cid:image004.png@01D87B1E.6C36B6B0 (mailto:image004.png@01D87B1E.6C36B6B0)]

<<http://www.blacktomato.com/> (<http://www.blacktomato.com/>)>

www.blacktomato.com (<http://www.blacktomato.com/>)

<<http://www.blacktomato.com/> (<http://www.blacktomato.com/>)>

www.sosteragency.com (<http://www.sosteragency.com/>)<<https://www.sosteragency.com/>
(<https://www.sosteragency.com/>)>

[cid:image005.png@01D87B1E.6C36B6B0 (mailto:image005.png@01D87B1E.6C36B6B0)]

[Redacted]

London

EC1V 9DD

[cid:image006.png@01D87B1E.6C36B6B0 (mailto:image006.png@01D87B1E.6C36B6B0)]

<<https://www.instagram.com/blacktomatotravel/> (<https://www.instagram.com/blacktomatotravel/>)>

[cid:image007.png@01D87B1E.6C36B6B0 (mailto:image007.png@01D87B1E.6C36B6B0)]

<<https://www.facebook.com/blacktomato/> (<https://www.facebook.com/blacktomato/>)>

[cid:image008.png@01D87B1E.6C36B6B0 (mailto:image008.png@01D87B1E.6C36B6B0)]

<https://www.youtube.com/channel/UCpIkM62qK_fbOvXQ_0Im_Cg

(https://www.youtube.com/channel/UCpIkM62qK_fbOvXQ_0Im_Cg)>

[cid:image009.png@01D87B1E.6C36B6B0 (mailto:image009.png@01D87B1E.6C36B6B0)]

<<https://www.linkedin.com/company/black-tomato/> (<https://www.linkedin.com/company/black-tomato/>)>

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<https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001Pqp3LQAR/view>

5/7

CONFIDENTIAL

STK006428

10/7/22, 5:40 PM

12843697 | Salesforce

assurance purposes. Black Tomato Privacy Policy<<https://www.blacktomato.com/our-privacy-policy/>>
(<https://www.blacktomato.com/our-privacy-policy/>)>

From: Shutterstock Compliance <compliance@shutterstock.com>
(<mailto:compliance@shutterstock.com>)>

Sent: 03 June 2022 21:28

To: [REDACTED]
Subject: Shutterstock Content withdrawal notice - Image 1711019611 Admin [Link to Customer Admin](#)
content withdraw...

Hello,

We are writing to you in connection with Shutterstock image ID 1711019611. Our records show that you hold a license to this content, issued as follows:

Image ID: 1711019611
License Type: standard
Licensed on: November 26, 2020 6:32:20

Due to a legal claim received in connection with this image, we are requesting that you withdraw the image and cease usage, as set forth in the applicable license, until the issue has been resolved.

To be clear, the issue is with the image itself as uploaded by the contributor to Shutterstock, not in how you are using it.

Thank you for your understanding, and apologies for any inconvenience.

Kind Regards,

Shutterstock IP Team

Account Details

Account Name

[REDACTED]

Parent Account

Type

Corporate

Website

<http://www.blacktomato.com/> (<http://www.blacktomato.com/>)

Global Region ⓘ

Europe

Industry







Digital Publisher

Phone

0000000000000

Domestic Region ⓘ

United Kingdom

 [Distribution Address...](#)  [Login Sea...](#)  [Recent It...](#)  [No...](#)  [Sales Ops Service ...](#)  [Feedb...](#)

<https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001Pqp3LQAR/view>

6/7

CONFIDENTIAL

STK006429

10/7/22, 5:40 PM

12843697 | Salesforce

Approval Status ⓘ



Case
RE: Shutterstock
Login Details
content withdraw...

+ Follow

Link to Contributor Admin

Link to Customer Admin ▼

Link a related record.

Search logins...



Distribution En...



Login Sea...



Recent It...



No...




Sales Ops Service ...



Feedb...

10/7/22, 5:42 PM

12851654 | Salesforce



Case

Re: Shutterstock content withdraw...

+ Follow

Link to Contributor Admin

Link to Customer Admin

Status	Case N...	Case Owner	Case Rec...	Contact N...	L...
Com...	12851...		IP Team		

Chatter

Details

Related

Box

Email

Post

Send to Customer Q...

Send to Privacy

Send to Contributor

Write an email...

Compose

Sort by:

Most Recent Activity

Search this feed...

/lightning/r/0050c00000CmSV1AAN/view) to Shutterstock Only updated this record.

June 15, 2022 at 9:50 AM (/lightning/r/0D53Z000009n44yKSAQ/view)

Status

New to Completed

Like

Comment

Write a comment...

/lightning/r/0050c00000CmSV1AAN/view) updated this record.

June 15, 2022 at 9:50 AM (/lightning/r/0D53Z000009n44zPSAQ/view)

Description

Changed

Like

Comment

Write a comment...

/lightning/r/0050c00000CmSV1AAN/view) closed this case as Completed.

June 15, 2022 at 9:50 AM (/lightning/r/0D53Z000009n44zPSAQ/view)

Distribution En...

Login Sea...

Recent It...

No...

Sales Ops Service ...

Feedb...

https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001Pr6mDQAR/view

1/4

CONFIDENTIAL

STK006431

10/7/22, 5:42 PM

12851654 | Salesforce

Status
New to Completed

Like Case Comment

Re: Shutterstock [+ Follow](#) [Link to Contributor Admin](#) [Link to Customer Admin](#)

content with draw...

Status	Case N...	Case Owner	Case Rec...	Contact N...	L...
Completed	Shutterstock Integration (/lightning/r/00530000004s1nKAAQ/view) updated this record. June 9, 2022 at 8:18 PM (/lightning/r/0D53Z000009IKOPASA4/view)	[REDACTED]	IP Team	[REDACTED]	[REDACTED]

Case Record Type
Customer Case to IP Team

Like Comment

Write a comment...

Shutterstock Integration (/lightning/r/00530000004s1nKAAQ/view) created this case.
June 9, 2022 at 8:18 PM (/lightning/r/0D53Z000009IKMKuSAG/view)

12851654

[View more details](#)

Like Comment

Write a comment...

[REDACTED] to Shutterstock Only sent an email.
June 9, 2022 at 8:18 PM (/lightning/r/0D53Z000009IKMKvSAG/view)

To: compliance ⓘ

Thank you. I'll pass the message to the legal team.

Regards,

El vie, 3 jun 2022 a las 15:38, Shutterstock Compliance (<compliance@shutterstock.com
(<mailto:compliance@shutterstock.com>)>) escribió:

[Expand Email](#)

Distribution En... Login Sea... Recent It... Comments... Sales Ops Service ... Feedb...

<https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001Pr6mDQAR/view>


2/4

CONFIDENTIAL

STK006432

10/7/22, 5:42 PM

12851654 | Salesforce

 Write a comment...
**Case Details**

Case

Re: Shutterstock

Non-Case

content withdraw...

+ Follow

Link to Contributor Admin

Link to Customer Admin

Parent Case

Status	Case N...	Case Owner	Case Rec...	Contact N...	L...
Com...	12851...		IP Team		
Sub-Type					
Takedown (sent receipt)					

Status

Completed

Web Email

Subject

Re: Shutterstock content withdrawal notice - Image 1711019347

Description

Thank you. I'll pass the message to the legal team.

Regards,

El vie, 3 jun 2022 a las 15:38, Shutterstock Compliance (<
compliance@shutterstock.com (mailto:compliance@shutterstock.com))>) escribió:

> Hello,

>

> We are writing to you in connection with Shutterstock image ID

> *1711019347.* Our records show that you hold a license to this content,

> issued as follows:

>

> Image ID: 1711019347

> License Type: media

> Licensed on: January 27, 2021 8:35:29

>

> Due to a legal claim received in connection with this image, we are

> requesting that you withdraw the image and cease usage, as set forth in the

> applicable license, until the issue has been resolved.

>

> To be clear, the issue is with the image itself as uploaded by the

> contributor to Shutterstock, not in how you are using it.

>

> Thank you for your understanding, and apologies for any inconvenience.

>

>

> Kind Regards,

>

> Shutterstock IP Team

>



Distribution En...



Login Sea...



Recent It...



No...



Sales Ops Service ...



Feedb...

<https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001Pr6mDQAR/view>

3/4

CONFIDENTIAL

STK006433

10/7/22, 5:42 PM

12851654 | Salesforce

--

Account Details

Re: Shutterstock

Account Name

Content withdraw...

+ Follow

Link to Contributor Admin

Link to Customer Admin

Status	Parent Account	Case N...	Case Owner	Case Rec...	Contact N...	L...
Com...		12851...		IP Team		

Type

Media/Publisher

Website

[www.lonelyplanet.com \(https://www.lonelyplanet.com\)](https://www.lonelyplanet.com)

Global Region ⓘ

Australia & Oceania

Industry

Book Publisher - Trade

Phone

Domestic Region ⓘ

Australia

Billing Address

Approval Status ⓘ

Login Details

Link a related record.

Search logins...

10/7/22, 5:43 PM

12852361 | Salesforce



Case

**Re: Shutterstock
content withdraw...**

+ Follow

Link to Contributor Admin

Link to Customer Admin

Chatter

Details

Related

Box

Email

Post

Send to Customer Q...

Send to Privacy

Send to Contributor

Write an email...

Compose

Sort by:


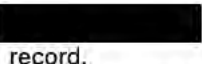
Most Recent Activity ▼

Search this feed...



This record was updated.

June 10, 2022 at 2:45 AM

Description
ChangedStatus
Waiting on Client to Completed[Show All Updates](#)  (/lightning/r/005a000000CHDjgAAH/view) to Shutterstock Only updated this record.

June 10, 2022 at 1136 AM (/lightning/r/00D53Z000009IKxF1SAK/view)

Status

Waiting on Client to Completed

Like

Comment

Write a comment...



(/lightning/r/005a000000CHDjgAAH/view) to Shutterstock Only updated this record.

Feedback...

10/7/22, 5:43 PM

12852361 | Salesforce

June 10, 2022 at 11:36 AM (/lightning/r/0D53Z00009IKxHFSa0/view)

Status

New to Waiting on Client



Case

**Re: Shutterstock
content withdraw...**

+ Follow

Link to Contributor Admin

Link to Customer Admin



Write a comment...



(/lightning/r/005a000000CHDjgAAH/view) to Shutterstock Only sent an email.

June 10, 2022 at 11:36 AM (/lightning/r/0D53Z00009IKxBfSAK/view)



To: <Omitted> <Omitted> (/lightning/r/0033Z00002XHzG1QA...)

Hi

Please see attached.

Kind Regards,

IP Team, Shutterstock

Expand Email

1719860023...

1 view



Like



Comment



Write a comment...



Shutterstock Integration (/lightning/r/00530000004s1nKAAQ/view) created this case.

June 10, 2022 at 2:45 AM (/lightning/r/0D53Z00009IKVxGSAW/view)

12852361View more details

1 view



Like



Comment



Write a comment...



Distribution En...



Login Sea...



Recent It...



No...




Sales Ops Service ...





Feedb...




10/7/22, 5:43 PM

12852361 | Salesforce

 to Shutterstock Only sent an email.
 June 10, 2022 at 2:45 AM (/lightning/r/0D53Z00009IKVxHSAW/view)

 To: compliance 


Just following up on my email below.

Re: Shutterstock  Follow  Link to Contributor Admin  Link to Customer Admin
 Are you able to provide me with the image (screenshot) so I know which one to delete? I have a whole library of Shutterstock images on my end and I don't know which one I need to delete.


If I look in my downloaded files on your website, it doesn't show the actual image anymore.

Looking forward to hearing from you soon.



Best wishes,


 Managing Director & Co-founder

Mobile: 

 [What's your luxury? \(https://www.viewretreats.com/#findyourluxury\)](https://www.viewretreats.com/#findyourluxury)



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 Australia. [Website \(https://www.viewretreats.com/\)](https://www.viewretreats.com/) | [Customer Support \(https://support.viewretreats.com/portal/en-gb/home\)](#) | [Terms \(https://www.viewretreats.com/terms\)](https://www.viewretreats.com/terms) | [Privacy \(https://www.viewretreats.com/terms#privacy-policy\)](https://www.viewretreats.com/terms#privacy-policy)


----- On Sat, 04 Jun 2022 11:19:21 

wrote -----



Expand Email


2 views


 Like


 Comment




 Write a comment...  Search

 Recent It...

 No...

 Sales Ops Service ...

 Feedb...

<https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001Pr7pXQAR/view>

3/8

CONFIDENTIAL

STK006437

10/7/22, 5:43 PM

12852361 | Salesforce

Case Details

Type

Legal Complaints

**Re: Shutterstock
content withdraw...**[+ Follow](#)[Link to Contributor Admin](#)[Link to Customer Admin](#)

Sub-Type

General copyright complaint

Status

Completed

Web Email

Subject

Re: Shutterstock content withdrawal notice - Image 1800091075

Description

Just following up on my email below.

Are you able to provide me with the image (screenshot) so I know which one to delete? I have a whole library of Shutterstock images on my end and I don't know which one I need to delete.

If I look in my downloaded files on your website, it doesn't show the actual image anymore.

Looking forward to hearing from you soon.

Best wishes,

Managing Director & Co-founder

Mobile:



Distribution En

[Login](#) [Search](#)[Recent](#) [History](#)[No](#) [Results](#)[Sales Ops](#) [Service](#)

Feedb...

<https://www.viewretreats.com/#findyourluxury> (<https://www.viewretreats.com/#findyourluxury>)<https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001Pr7pXQAR/view>

4/8

CONFIDENTIAL

STK006438

10/7/22, 5:43 PM

12852361 | Salesforce

<https://www.viewretreats.com/> (<https://www.viewretreats.com/>).

We acknowledge the Indigenous people of Australia as the Traditional Custodians of the lands where we live, and we pay our respect to them and their cultures and to elders both past and present. View Retreats PwL Ltd

Australia. <https://www.viewretreats.com/>
 (<https://www.viewretreats.com/>) | <https://support.viewretreats.com/portal/en-gb/home>
 (<https://support.viewretreats.com/portal/en-gb/home>) | <https://www.viewretreats.com/terms>
 (<https://www.viewretreats.com/terms>) | <https://www.viewretreats.com/terms#privacy-policy>
 (<https://www.viewretreats.com/terms#privacy-policy>).

----- On Sat, 04 Jun 2022 11:19:21 +0930

wrote -----

Hi there,

Thank you for the notification.

One issue - I renamed all images so I don't know which image you're talking about. When logging in, I can't see the actual image anymore so can you show me? Otherwise, I won't be able to delete the images mentioned.

Looking forward to hearing from you.

Thanks,

10/7/22, 5:43 PM

12852361 | Salesforce

Managing Director & Co-founder



Case# 61) 0435 347 217

**Re: Shutterstock
content withdraw...**

+ Follow

Link to Contributor Admin

Link to Customer Admin

<https://www.viewretreats.com/#findyourluxury> (<https://www.viewretreats.com/#findyourluxury>).<https://www.viewretreats.com/> (<https://www.viewretreats.com/>).

We acknowledge the Indigenous people of Australia as the Traditional Custodians of the lands where we live, learn and work. We pay our respect to them and their cultures, and to elders both past and present.

<https://www.viewretreats.com/>
(<https://www.viewretreats.com/>) | <https://support.viewretreats.com/portal/en-gb/home>
(<https://support.viewretreats.com/portal/en-gb/home>) | <https://www.viewretreats.com/terms>
(<https://www.viewretreats.com/terms>) | <https://www.viewretreats.com/terms#privacy-policy>
(<https://www.viewretreats.com/terms#privacy-policy>).

---- On Sat, 04 Jun 2022 06:19:33 +0930 Shutterstock Compliance

<<mailto:compliance@shutterstock.com> (<mailto:compliance@shutterstock.com>)> wrote ----

Hello,

We are writing to you in connection with Shutterstock image ID 1800091075. Our records show that you hold a license to this content, issued as follows:



Distribution En...



Login See...



Recent It...



No...



Sales Ops Service ...



Feedb...

<https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001Pr7pXQAR/view>

6/8

CONFIDENTIAL

STK006440

10/7/22, 5:43 PM

12852361 | Salesforce

Image ID: 1800091075

License Type: standard

Case



Re: Shutterstock

content withdraw...

2021 22:51:52 Follow

[Link to Contributor Admin](#)[Link to Customer Admin](#)

Due to a legal claim received in connection with this image, we are requesting that you withdraw the image and cease usage, as set forth in the applicable license, until the issue has been resolved.

To be clear, the issue is with the image itself as uploaded by the contributor to Shutterstock, not in how you are using it.

Thank you for your understanding, and apologies for any inconvenience.

Kind Regards,

Shutterstock IP Team

**Account Details**

Account Name

[REDACTED]

Parent Account

[Shutterstock Customer IM - 9994 Amount \(/lightning/r/001a000001b3SawAAE/view\)](#)

Type

Website

Global Region ⓘ

Asia

Industry

Communications

Phone

[REDACTED]

Domestic Region ⓘ



Distribution En...



Login Sea...



Recent It...



No...



Sales Ops Service ...



Feedb...

<https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001Pr7pXQAR/view>

7/8

CONFIDENTIAL

STK006441

10/7/22, 5:43 PM

12852361 | Salesforce

Billing Address

JP

Approval Status ⓘ



Case

Re: Shutterstock

+ Follow

Link to Contributor Admin

Link to Customer Admin



content withdraw...

Login Details



Link a related record.

Search logins...



Distribution En...



Login Sea...



Recent It...



No...



Sales Ops Service ...



Feedb...

[Link to Customer Admin](#)

Feedback...

10/7/22, 5:43 PM

12852564 | Salesforce

June 10, 2022 at 11:35 AM (/lightning/r/0D53Z00009IKx4tSAC/view)

Status

New to Waiting on Client



Case

**RE: Shutterstock
content withdraw...**

+ Follow

Link to Contributor Admin

Link to Customer Admin



Write a comment...



(/lightning/r/005a000000CHDjgAAH/view) to Shutterstock Only sent an email.
June 10, 2022 at 11:35 AM (/lightning/r/0D53Z00009IKx4sSAC/view)



To: [redacted]

Hi [redacted]

Please see attached.

Kind Regards,

IP Team, Shutterstock

Expand Email1719860023...

1 view



Like



Comment



Write a comment...



Shutterstock Integration (/lightning/r/00530000004s1nKAAQ/view) created this case.
June 10, 2022 at 3:54 AM (/lightning/r/0D53Z00009IKX4XSAW/view)

12852564View more details

1 view



Like



Comment



Write a comment...



Distribution En...



Login Sea...



Recent It...



No...



Sales Ops Service ...





Feedb...


10/7/22, 5:43 PM

12852564 | Salesforce

 to Shutterstock Only sent an email.

June 10, 2022 at 3:54 AM (/lightning/r/0D53Z00009JKX4YSAW/view)

 To: compliance 

 Dear team,
Case


**RE: Shutterstock
content withdraw...**

 Follow

[Link to Contributor Admin](#)

[Link to Customer Admin](#)

I can't seem to find the image you are referring to...can you please send us the image with ID 1715016415?

Kind regards,


From: Shutterstock Compliance <compliance@shutterstock.com (<mailto:compliance@shutterstock.com>)>

Sent: Friday, 3 June 2022 22:48

To: 

Subject: Shutterstock content withdrawal notice - Image 1715016415

Hello,

We are writing to you in connection with Shutterstock image ID **1715016415**. Our records show that you hold a license to this content, issued as follows:

Image ID: 1715016415

License Type: standard

Licensed on: July 23, 2020 8:37:45

Due to a legal claim received in connection with this image, we are requesting that you withdraw the image and cease usage, as set forth in the applicable license, until the issue has been resolved.

To be clear, the issue is with the image itself as uploaded by the contributor to Shutterstock, not in how you are using it.

Thank you for your understanding, and apologies for any inconvenience.

Kind Regards,

Shutterstock IP Team

2 views

 Like

 Comment


 Write a comment...





Case Details


Type
Distribution

Legal Complaints

 Login Sea...

 Recent It...

 No...

 Sales Ops Service ...

 Feedb...

<https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001Pr86sQAB/view>

3/5

CONFIDENTIAL

STK006445

10/7/22, 5:43 PM

12852564 | Salesforce

Parent Case

Sub-Type

General copyright complaint

Status

Case

RE: Shutterstock

+ Follow

Link to Contributor Admin

Link to Customer Admin

Web content withdrawal notice

Subject

RE: Shutterstock content withdrawal notice - Image 1715016415

Description

Dear team,

I can't seem to find the image you are referring to..can you please send us the image with ID 1715016415?

Kind regards,

From: Shutterstock Compliance <compliance@shutterstock.com>
(<mailto:compliance@shutterstock.com>)>

Sent: Friday, 3 June 2022 22:48

To:

Subject: Shutterstock content withdrawal notice - Image 1715016415

Hello,

We are writing to you in connection with Shutterstock image ID 1715016415. Our records show that you hold a license to this content, issued as follows:

Image ID: 1715016415

License Type: standard

Licensed on: July 23, 2020 8:37:45

Due to a legal claim received in connection with this image, we are requesting that you withdraw the image and cease usage, as set forth in the applicable license, until the issue has been resolved.

To be clear, the issue is with the image itself as uploaded by the contributor to Shutterstock, not in how you are using it.

Thank you for your understanding, and apologies for any inconvenience.

Kind Regards,

Shutterstock IP Team



Account Details



Link a related record.



Discover Accounts... Login Sea...



Recent It...



No...



Sales Ops Service ...



Feedb...

<https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001Pr86sQAB/view>

4/5

CONFIDENTIAL

STK006446

10/7/22, 5:43 PM

12852564 | Salesforce



Login Details



Link a related record.

Case
Search logins...

**RE: Shutterstock
content withdraw...**

+ Follow

Link to Contributor Admin

Link to Customer Admin



Distribution En...



Login Sea...



Recent It...



No...



Sales Ops Service ...



Feedb...

10/7/22, 5:42 PM

12853744 | Salesforce



Case

**RE: Shutterstock
content withdraw...**

+ Follow

Link to Contributor Admin

Link to Customer Admin

Chatter

Details

Related

Box

Email

Post

Send to Customer Q...

Send to Privacy

Send to Contributor

Write an email...

Compose

Sort by:


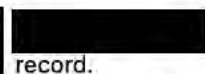
Most Recent Activity ▼

Search this feed...



This record was updated.

June 10, 2022 at 9:59 AM

StatusWaiting on Client to CompletedStatusNew Reply to Waiting on ClientShow All Updates  (/lightning/r/005a000000CHDjgAAH/view) to Shutterstock Only updated this record.June 10, 2022 at 1257 PM (/lightning/r/00D53Z000009IL01iSAC/view)



Status

Waiting on Client to Completed

Like

Comment

Write a comment...

  (/lightning/r/005a000000CHDjgAAH/view) to Shutterstock Only updated this record.

Feedback...

<https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001PrAJNQA3/view>

1/8

CONFIDENTIAL

STK006448

10/7/22, 5:42 PM

12853744 | Salesforce

June 10, 2022 at 12:57 PM (/lightning/r/0D53Z000091LOOfSAK/view)

Status

New Reply to Waiting on Client



Case

**RE: Shutterstock
content withdraw...**

Like

+ Follow



Link to Contributor Admin

Link to Customer Admin



Write a comment...



(/lightning/r/005a000000CHDjgAAH/view) to Shutterstock Only sent an email.

June 10, 2022 at 12:57 PM (/lightning/r/0D53Z000091LOOfSAK/view)



To: [redacted]

Thank you!!

You too. :)

Expand Email

image001.jpg

1 view



Like



Comment



Write a comment...



Shutterstock Integration (/lightning/r/00530000004s1nKAAQ/view) to Shutterstock Only updated this record.

June 10, 2022 at 12:08 PM (/lightning/r/0D53Z000091KydYSAS/view)

Status

Completed to New Reply

1 view



Like



Comment



Write a comment...



[redacted] to Shutterstock Only sent an email.

June 10, 2022 at 12:08 PM (/lightning/r/0D53Z000091KydZSAS/view)



To: compliance



Distribution En...



Login Sea...



Recent It...



No...



Sales Ops Service ...



Feedb...

Thanks [redacted] we'll find where we used it and get it replaced.

https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001PrAJNQA3/view

2/8

CONFIDENTIAL

STK006449

10/7/22, 5:42 PM

12853744 | Salesforce

Have a great weekend,

Editor

**RE: Shutterstock**

+ Follow

Link to Contributor Admin

Link to Customer Admin

loveFOOD.com (<https://www.lovefood.com/>)**content withdraw...**

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From: [noreply@salesforce.com \(mailto:noreply@salesforce.com\)](mailto:noreply@salesforce.com) <noreply@salesforce.com>
 (mailto:noreply@salesforce.com)> **On Behalf Of** IP Team Shutterstock

Sent: 10 June 2022 16:32**To:****Subject:** RE: Shutterstock content withdrawal notice - Image 1711019179Expand Email
[image001.jpg](#)

1 view

Like

Comment

Write a comment...

(</lightning/r/005a000000CHDjgAAH/view>) to Shutterstock Only updated this record.

June 10, 2022 at 1132 AM (</lightning/r/0D53Z000009IKx4pSAC/view>)

Status

Waiting on Client to Completed

Like

Comment

Write a comment...

(</lightning/r/005a000000CHDjgAAH/view>) to Shutterstock Only updated this record.

June 10, 2022 at 1131 AM (</lightning/r/0D53Z000009IKuoaSAC/view>)

Status

Waiting on Client

Recent It...

No...

Sales Ops Service ...

Feedb...

<https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001PrAJNQA3/view>

3/8

CONFIDENTIAL

STK006450

10/7/22, 5:42 PM

12853744 | Salesforce

Like

Comment

Write a comment...

Case

RE: Shutterstock

+ Follow

Link to Contributor Admin

Link to Customer Admin

Content withdrawn

June 10, 2022 at 11:31 AM (/lightning/r/0D53Z000009IKuoZSAS/view)



To: [redacted]

H [redacted]

Please see attached.

Thank you,

IP Team, Shutterstock

Expand Email1719860023...image001.jpg

1 view

Like

Comment

Write a comment...



Shutterstock Integration (/lightning/r/00530000004s1nKAAQ/view) created this case.

June 10, 2022 at 9:59 AM (/lightning/r/0D53Z000009IKqXcSAK/view)

12853744View more details

1 view

Like

Comment

Write a comment...



[redacted] to Shutterstock Only sent an email.

June 10, 2022 at 9:59 AM (/lightning/r/0D53Z000009IKqXcSAK/view)



To: compliance [redacted]

Distribution En...
Hi again,

Login Sea...



Recent It...



No...



Sales Ops Service ...



Feedb...

<https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001PrAJNQA3/view>

4/8

CONFIDENTIAL

STK006451

10/7/22, 5:42 PM

12853744 | Salesforce

Happy Friday.

Just wondering if you could please get back to us on the below? We're still unsure which image we need to take down so haven't taken any action yet.

Thanks!

[REDACTED]



RE: Shutterstock

Editor



content withdraw...
FOOD

+ Follow

Link to Contributor Admin

Link to Customer Admin

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Facebook: [lovefood.com \(https://lovefood.com\)](https://lovefood.com) / Love Exploring

Twitter: @lovefood / @loveEXPLORING

From: [REDACTED]

Sent: 05 June 2022 09:52

To: [compliance@shutterstock.com \(mailto:compliance@shutterstock.com\)](mailto:compliance@shutterstock.com)

Cc: [REDACTED]

Subject: RE: Shutterstock content withdrawal notice - Image 1711019179

Hi Shutterstock IP team,

We received the below email requesting we remove an image.

However, as the image is no longer searchable on Shutterstock with the ID, we're not sure what the image is or where it's been used.

Could you please send us a screenshot of the image/more details so we can find where we've used it and remove it?

Thanks,

[REDACTED]

Editor



FOOD

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Twitter: @lovefood / @loveEXPLORING

From: Shutterstock Compliance <[compliance@shutterstock.com \(mailto:compliance@shutterstock.com\)](mailto:compliance@shutterstock.com)>

Sent: 03 June 2022 21:43

To: [REDACTED]

Subject: Shutterstock content withdrawal notice - Image 1711019179



Hello,
Distribution En...



Login Sea...



Recent It...



No...



Sales Ops Service ...



Feedb...

10/7/22, 5:42 PM

12853744 | Salesforce

We are writing to you in connection with Shutterstock image ID **1711019179**. Our records show that you hold a license to this content, issued as follows:

Image ID: 1711019179

License Type: standard

Case ID: 5003Z00001PrAJNQA3

RE: Shutterstock

10:36:27 + Follow

[Link to Contributor Admin](#)

[Link to Customer Admin](#)

content withdraw...


Due to a legal claim received in connection with this image, we are requesting that you withdraw the image and cease usage, as set forth in the applicable license, until the issue has been resolved.

To be clear, the issue is with the image itself as uploaded by the contributor to Shutterstock, not in how you are using it.

Thank you for your understanding, and apologies for any inconvenience.

Kind Regards,


Shutterstock IP Team

 [image001.jpg](#)

2 views

 Like

 Comment

 Write a comment...



Case Details

Type

Legal Complaints

Parent Case

Sub-Type

General copyright complaint

Status

Completed

Web Email

Subject

RE: Shutterstock content withdrawal notice - Image 1711019179

Description

Hi again,

Happy Friday,

Just wondering if you could please get back to us on the below? We're still unsure which image we



Distribution En...



Login Sea...



Recent It...



No...



Sales Ops Service ...



Feedb...

<https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001PrAJNQA3/view>

6/8

CONFIDENTIAL

STK006453

10/7/22, 5:42 PM

12853744 | Salesforce

need to take down so haven't taken any action yet.

Thanks!

Editor

[cid:image001.jpg@01D87CDA.B9A98900 (mailto:image001.jpg@01D87CDA.B9A98900)]

loveFOOD.com (http://loveFOOD.com) <https://www.lovefood.com/ (https://www.lovefood.com/)> Admin

content withdraw...

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Facebook: lovefood.com (http://lovefood.com) / Love Exploring

Twitter: @lovefood / @loveEXPLORING

From:

Sent: 05 June 2022 09:52

To: compliance@shutterstock.com (mailto:compliance@shutterstock.com)

Cc:

Subject: RE: Shutterstock content withdrawal notice - Image 1711019179

Hi Shutterstock IP team,

We received the below email requesting we remove an image.

However, as the image is no longer searchable on Shutterstock with the ID, we're not sure what the image is or where it's been used.

Could you please send us a screenshot of the image/more details so we can find where we've used it and remove it?

Thanks,

Editor

[cid:image001.jpg@01D87CDA.B9A98900 (mailto:image001.jpg@01D87CDA.B9A98900)]

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Facebook: lovefood.com (http://lovefood.com) / Love Exploring

Twitter: @lovefood / @loveEXPLORING

From: Shutterstock Compliance <compliance@shutterstock.com

(mailto:compliance@shutterstock.com)<mailto:compliance@shutterstock.com

(mailto:compliance@shutterstock.com)>>

Sent: 03 June 2022 21:43

To:

Subject: Shutterstock content withdrawal notice - Image 1711019179

Hello,

We are writing to you in connection with Shutterstock image ID 1711019179. Our records show that you hold a license to this content, issued as follows:

Image ID: 1711019179

License Type: standard

Licensed on: October 6, 2020 10:36:27

Due to a legal claim received in connection with this image, we are requesting that you withdraw the image and cease usage, as set forth in the applicable license, until the issue has been resolved.

https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001PrAJNQA3/view

7/8

CONFIDENTIAL

STK006454

10/7/22, 5:42 PM

12853744 | Salesforce

To be clear, the issue is with the image itself as uploaded by the contributor to Shutterstock, not in how you are using it.

Thank you for your understanding, and apologies for any inconvenience.



Case

RE: Shutterstock[+ Follow](#)[Link to Contributor Admin](#)[Link to Customer Admin](#)Kind Regards,
content withdraw...

Shutterstock IP Team

**Account Details**[Link a related record.](#)

Search accounts...

**Login Details**[Link a related record.](#)

Search logins...



Distribution En...



Login Sea...



Recent It...



No...



Sales Ops Service ...



Feedb...

10/7/22, 5:44 PM

12968406 | Salesforce



Case
**RE: Shutterstock
content withdraw...**

+ Follow

Link to Contributor Admin

Link to Customer Admin

Chatter

Details

Related

Box

Email

Post

Send to Customer Q...

Send to Privacy

Send to Contributor

Write an email...


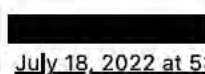
Compose

Sort by:

Most Recent Activity ▼

Search this feed...



  (/lightning/r/005a000000CHDjgAAH/view) closed this case as Completed.
July 18, 2022 at 5:03 PM (/lightning/r/0D53Z00009tJ57NSAQ/view)


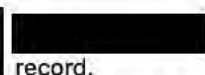
Status

New Reply to Completed

Like

Comment

Write a comment...

  (/lightning/r/005a000000CHDjgAAH/view) to Shutterstock Only updated this record.
July 18, 2022 at 5:03 PM (/lightning/r/0D53Z00009tJ51dSAA/view)

Status

New Reply to Completed

Like

Comment

Write a comment...

This record was updated.



July 13, 2022 at 12:56 PM

Distribution En...



Login Sea...



Recent It...



No...



Sales Ops Service ...



Feedb...

https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001R8Zd4QAF/view

1/10

CONFIDENTIAL

STK006456

10/7/22, 5:44 PM

12968406 | Salesforce

StatusCompleted to New ReplyDescriptionChanged

Case

**RE: Shutterstock
content withdraw...**[+ Follow](#) [Show All Updates](#) [Link to Contributor Admin](#)[Link to Customer Admin](#)

Shutterstock Integration (/lightning/r/00530000004s1nKAAQ/view) to Shutterstock Only updated this record.

July 13, 2022 at 5:58 PM (/lightning/r/00D53Z000009s6FKASA2/view)StatusCompleted to New Reply

1 view

Like

Comment

Write a comment...



to Shutterstock Only sent an email.

July 13, 2022 at 5:58 PM (/lightning/r/00D53Z000009s6FKBSA2/view)

To: compliance ⓘ

Thank you!

**LAWYERS
MUTUAL**
INSURANCE COMPANY

Operations & Marketing Assistant

TEL:

[_](https://nam11.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.facebook.com%2Flawyersmutualinsurancecompany%2F&data=05%7C01%7Csumayab%40lawyersmutual.com%7C55aa77de51dd40f89f8008da3e96fa70%7C0bcf6cf5ce7940c8a89c204fcc375194%7C0%7C0%7C637891115402906429%7CUnknown%7CTWFpbGZsb3d8eyJWJoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTil6lk1haWwILCJXVCi6Mn0%3D%7C3000%7C%7C%7C&sdata=sRI0lcQAYvKmHfTsFo3UO36ygbasrXGavFnE9UocR5c%3D&reserved=0) [_](https://nam11.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.facebook.com%2Flawyersmutualinsurancecompany%2F&data=05%7C01%7Csumayab%40lawyersmutual.com%7C55aa77de51dd40f89f8008da3e96fa70%7C0bcf6cf5ce7940c8a89c204fcc375194%7C0%7C0%7C637891115402906429%7CUnknown%7CTWFpbGZsb3d8eyJWJoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTil6lk1haWwILCJXVCi6Mn0%3D%7C3000%7C%7C%7C&sdata=sRI0lcQAYvKmHfTsFo3UO36ygbasrXGavFnE9UocR5c%3D&reserved=0)[_](https://nam11.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.linkedin.com%2Fcompany%2Flawyersmutual%2F&data=05%7C01%7Csumayab%40lawyersmutual.com%7C55aa77de51dd40f89f8008da3e96fa70%7C0bcf6cf5ce7940c8a89c204fcc375194%7C0%7C0%7C637891115402906429%7CUnknown%7CTWFpbGZsb3d8eyJWJoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTil6lk1haWwILCJXVCi6Mn0%3D%7C3000%7C%7C%7C&sdata=sRI0lcQAYvKmHfTsFo3UO36ygbasrXGavFnE9UocR5c%3D&reserved=0) [_](https://nam11.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.linkedin.com%2Fcompany%2Flawyersmutual%2F&data=05%7C01%7Csumayab%40lawyersmutual.com%7C55aa77de51dd40f89f8008da3e96fa70%7C0bcf6cf5ce7940c8a89c204fcc375194%7C0%7C0%7C637891115402906429%7CUnknown%7CTWFpbGZsb3d8eyJWJoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTil6lk1haWwILCJXVCi6Mn0%3D%7C3000%7C%7C%7C&sdata=sRI0lcQAYvKmHfTsFo3UO36ygbasrXGavFnE9UocR5c%3D&reserved=0)

Distribution En...



Login Sea...



Recent It...



No...



Sales Ops Service ...



Feedb...

<https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001R8Zd4QAF/view>

2/10

CONFIDENTIAL

STK006457

10/7/22, 5:44 PM

12968406 | Salesforce

lawyersmutual.com%7C55aa77de51dd40f89f8008da3e96fa70%7C0bcf6cf5ce7940c8a89c204fcc375194%7C0%7C0%7C637891115402906429%7CUnknown%7CTWFpbGZsb3d8eyJWljojMC4wLjAwMDAilCJQljojV2luMzliLk1haWwlcjXVCi6Mn0%3D%7C3000%7C%7C%7C&sdata=7kSPQ5Wb%2FQ6%2Bdg6K%2B3R5U%2B1UEk%2FnmR%2BkUeEsiikuGug%3D&reserved=0  [https://nam11.safelinks.protection.outlook.com/?](https://nam11.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.instagram.com%2Flawyersmutual%2F&data=05%7C01%7Csumayab%40lawyersmutual.com%7C55aa77de51dd40f89f8008da3e96fa70%7C0bcf6cf5ce7940c8a89c204fcc375194%7C0%7C0%7C637891115402906429%7CUnknown%7CTWFpbGZsb3d8eyJWljojMC4wLjAwMDAilCJQljojV2luMzliLk1haWwlcjXVCi6Mn0%3D%7C3000%7C%7C%7C&sdata=uwU82UQo2GEfsdilkAqTX5FAZR%2BcYh8iPz6zVSRINic%3D&reserved=0)

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From: noreply@salesforce.com (mailto:noreply@salesforce.com), <noreply@salesforce.com> (mailto:noreply@salesforce.com) > **On Behalf Of** IP Team Shutterstock

Sent: Wednesday, July 13, 2022 12:20 PM


To: [REDACTED]


Subject: RE: Shutterstock content withdrawal notice - Image 1714058947


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July 13, 2022 at 3:20 PM (/lightning/r/00D53Z000009s68ccSAA/view)

Status
Waiting on Client to Completed

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STK006458

10/7/22, 5:44 PM

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(/lightning/r/005a000000CHDjgAAH/view) to Shutterstock Only posted 3 files.
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Case
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To: (/lightning/r/0033Z00002XlqVVQA1/view), su... ⓘ

Dear

Attached is a thumbnail of the images in question.

Kind Regards,

IP Team, Shutterstock

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[redacted] to Shutterstock Only sent an email.

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To: compliance ⓘ

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Image ID: 1833700612

License Type: standard

Licensed on: November 5, 2020 13:27:29

Image ID: 1714065862

License Type: standard

Licensed on: September 21, 2020 13:13:43

Image ID: 1710984229

License Type: standard

Licensed on: November 16, 2020 19:42:38

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However, my concern is that because I can no longer view these images and only have the image IDs, I cannot differentiate what we should remove. We do have flyers, webpages, etc. with various Shutterstock images and would like to remove/ replace these images in case they are the above referenced IDs.

Please advise how I should remove any possible images that we may have used with these image IDs.



Best

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[url=https%3A%2F%2Fwww.facebook.com%2Flawyersmutualinsurancecompany%2F&data=05%7C01%7Csumayab%40lawyersmutual.com%7C55aa77de51dd40f89f8008da3e96fa70%7C0bcf6cf5ce7940c8a89c204fcc375194%7C0%7C0%7C637891115402906429%7CUnknown%7CTWFpbGZsb3d8eyJWJoiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IkhWwILCJXVCi6Mn0%3D%7C3000%7C%7C%7C&sdata=sRI0lcQAYvKmHfTsFo3UO36yqb asrXGavFnE9UocR5c%3D&reserved=0](https://nam11.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.facebook.com%2Flawyersmutualinsurancecompany%2F&data=05%7C01%7Csumayab%40lawyersmutual.com%7C55aa77de51dd40f89f8008da3e96fa70%7C0bcf6cf5ce7940c8a89c204fcc375194%7C0%7C0%7C637891115402906429%7CUnknown%7CTWFpbGZsb3d8eyJWJoiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IkhWwILCJXVCi6Mn0%3D%7C3000%7C%7C%7C&sdata=sRI0lcQAYvKmHfTsFo3UO36yqb asrXGavFnE9UocR5c%3D&reserved=0)

[url=https%3A%2F%2Fwww.linkedin.com%2Fcompany%2Flawyersmutual%2F&data=05%7C01%7Csumayab%40lawyersmutual.com%7C55aa77de51dd40f89f8008da3e96fa70%7C0bcf6cf5ce7940c8a89c204fcc375194%7C0%7C0%7C637891115402906429%7CUnknown%7CTWFpbGZsb3d8eyJWJoiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IkhWwILCJXVCi6Mn0%3D%7C3000%7C%7C%7C&sdata=7kSPQ5Wb%2FQ6%2Bdg6K%2B3R5U %2B1UEk%2FnmR%2BkUeEsiikuGug%3D&reserved=0](https://nam11.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.linkedin.com%2Fcompany%2Flawyersmutual%2F&data=05%7C01%7Csumayab%40lawyersmutual.com%7C55aa77de51dd40f89f8008da3e96fa70%7C0bcf6cf5ce7940c8a89c204fcc375194%7C0%7C0%7C637891115402906429%7CUnknown%7CTWFpbGZsb3d8eyJWJoiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IkhWwILCJXVCi6Mn0%3D%7C3000%7C%7C%7C&sdata=7kSPQ5Wb%2FQ6%2Bdg6K%2B3R5U %2B1UEk%2FnmR%2BkUeEsiikuGug%3D&reserved=0)

[url=https%3A%2F%2Fwww.instagram.com%2Flawyersmutual%2F&data=05%7C01%7Csumayab%40lawyersmutual.com%7C55aa77de51dd40f89f8008da3e96fa70%7C0bcf6cf5ce7940c8a89c204fcc375194%7C0%7C0%7C637891115403062679%7CUnknown%7CTWFpbGZsb3d8eyJWJoiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IkhWwILCJXVCi6Mn0%3D%7C3000%7C%7C%7C&sdata=uwU82UQo2GEfsdlkAgTX5FAZR%2BcYh8IPz6zV SRINlc%3D&reserved=0](https://nam11.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.instagram.com%2Flawyersmutual%2F&data=05%7C01%7Csumayab%40lawyersmutual.com%7C55aa77de51dd40f89f8008da3e96fa70%7C0bcf6cf5ce7940c8a89c204fcc375194%7C0%7C0%7C637891115403062679%7CUnknown%7CTWFpbGZsb3d8eyJWJoiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IkhWwILCJXVCi6Mn0%3D%7C3000%7C%7C%7C&sdata=uwU82UQo2GEfsdlkAgTX5FAZR%2BcYh8IPz6zV SRINlc%3D&reserved=0)

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From: Shutterstock Compliance <compliance@shutterstock.com (mailto:compliance@shutterstock.com)>

Sent: Friday, June 3, 2022 1:43 PM

To: [REDACTED]

Subject: Shutterstock content withdrawal notice - Image 1714058947

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6/10

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STK006461

10/7/22, 5:44 PM

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We are writing to you in connection with Shutterstock image ID **1714058947**. Our records show that you hold a license to this content, issued as follows:

Image ID: 1714058947

License Type: standard

License On: August 19, 2020 19:36:06

RE: Shutterstock

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Due to this connection with this image, we are requesting that you withdraw the image and cease usage, as set forth in the applicable license, until the issue has been resolved.


To be clear, the issue is with the image itself as uploaded by the contributor to Shutterstock, not in how you are using it.


Thank you for your understanding, and apologies for any inconvenience.

Kind Regards,


Shutterstock IP Team


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Type

Legal Complaints

Parent Case

Sub-Type

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RE: Shutterstock content withdrawal notice - Image 1714058947

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Image ID: 1833700612
 License Type: standard
 Licensed on: November 5, 2020 13:27:29

Image ID: 1714065862
 License Type: standard
 Licensed on: September 21, 2020 13:13:46

**RE: Shutterstock
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Image ID: 1710984229
 License Type: standard
 Licensed on: November 16, 2020 19:42:38

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Please advise how I should remove any possible images that we may have used with these image IDs.

Best,

[REDACTED]

[cid:image001.png@01D8969F.6E8615F0 (mailto:image001.png@01D8969F.6E8615F0)]

[REDACTED]

Operations & Marketing Assistant

[REDACTED]

TEL: [REDACTED]

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9c204fcc375194%7C0%7C0%7C637891115402906429%7CUnknown%7CTWFpbGZsb3d8eyJWljojMC4wLjAwMDAilCJQJjoV2luMzliLCJBTiI6lk1haWwLiCjXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=7kSPQ5Wb%2FQ6%2Bdg6K%2B3R5U%2B1UEk%2FnmR%2BkUeEsiikuGug%3D&reserved=0)>

[Instagram] <<https://nam11.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.instagram.com%2Fawyersmutual%2F&data=05%7C01%7Csumayab%40lawyersmutual.com%2FC55aa77de51dd40f89f8008da3e96fa70%7C0bcf6cf5ce7940c8a89c204fcc375194%7C0%7C0%7C637891115403062679%7CUnknown%7CTWFpbGZsb3d8eyJWljojMC4wLjAwMDAilCJQJjoV2luMzliLCJBTiI6lk1haWwLiCjXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=uwU82UQo2GEfSdIlkAqTX5FAZR%2BcYh8IPz6zVSRINic%3D&reserved=0>

url=https%3A%2F%2Fwww.instagram.com%2Fawyersmutual%2F&data=05%7C01%7Csumayab%40lawyersmutual.com%2FC55aa77de51dd40f89f8008da3e96fa70%7C0bcf6cf5ce7940c8a89c204fcc375194%7C0%7C0%7C637891115403062679%7CUnknown%7CTWFpbGZsb3d8eyJWljojMC4wLjAwMDAilCJQJjoV2luMzliLCJBTiI6lk1haWwLiCjXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=uwU82UQo2GEfSdIlkAqTX5FAZR%2BcYh8IPz6zVSRINic%3D&reserved=0

url=https%3A%2F%2Fwww.instagram.com%2Fawyersmutual%2F&data=05%7C01%7Csumayab%40lawyersmutual.com%2FC55aa77de51dd40f89f8008da3e96fa70%7C0bcf6cf5ce7940c8a89c204fcc375194%7C0%7C0%7C637891115403062679%7CUnknown%7CTWFpbGZsb3d8eyJWljojMC4wLjAwMDAilCJQJjoV2luMzliLCJBTiI6lk1haWwLiCjXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=uwU82UQo2GEfSdIlkAqTX5FAZR%2BcYh8IPz6zVSRINic%3D&reserved=0

url=https%3A%2F%2Fwww.instagram.com%2Fawyersmutual%2F&data=05%7C01%7Csumayab%40lawyersmutual.com%2FC55aa77de51dd40f89f8008da3e96fa70%7C0bcf6cf5ce7940c8a89c204fcc375194%7C0%7C0%7C637891115403062679%7CUnknown%7CTWFpbGZsb3d8eyJWljojMC4wLjAwMDAilCJQJjoV2luMzliLCJBTiI6lk1haWwLiCjXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=uwU82UQo2GEfSdIlkAqTX5FAZR%2BcYh8IPz6zVSRINic%3D&reserved=0

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url=https%3A%2F%2Fwww.instagram.com%2Fawyersmutual%2F&data=05%7C01%7Csumayab%40lawyersmutual.com%2FC55aa77de51dd40f89f8008da3e96fa70%7C0bcf6cf5ce7940c8a89c204fcc375194%7C0%7C0%7C637891115403062679%7CUnknown%7CTWFpbGZsb3d8eyJWljojMC4wLjAwMDAilCJQJjoV2luMzliLCJBTiI6lk1haWwLiCjXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=uwU82UQo2GEfSdIlkAqTX5FAZR%2BcYh8IPz6zVSRINic%3D&reserved=0

url=https%3A%2F%2Fwww.instagram.com%2Fawyersmutual%2F&data=05%7C01%7Csumayab%40lawyersmutual.com%2FC55aa77de51dd40f89f8008da3e96fa70%7C0bcf6cf5ce7940c8a89c204fcc375194%7C0%7C0%7C637891115403062679%7CUnknown%7CTWFpbGZsb3d8eyJWljojMC4wLjAwMDAilCJQJjoV2luMzliLCJBTiI6lk1haWwLiCjXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=uwU82UQo2GEfSdIlkAqTX5FAZR%2BcYh8IPz6zVSRINic%3D&reserved=0

From: Shutterstock Compliance <compliance@shutterstock.com

(<mailto:compliance@shutterstock.com>)>

Sent: Friday, June 3, 2022 1:43 PM

To:

Subject: Shutterstock content withdrawal notice - Image 1714058947

Caution: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello,

We are writing to you in connection with Shutterstock image ID 1714058947. Our records show that you hold a license to this content, issued as follows:

Image ID: 1714058947

License Type: standard






Licensed on: August 19, 2020 19:36:06

Due to a legal claim received in connection with this image, we are requesting that you withdraw the image and cease usage, as set forth in the applicable license, until the issue has been resolved.

To be clear, the issue is with the image itself as uploaded by the contributor to Shutterstock, not in how you are using it.

Thank you for your understanding, and apologies for any inconvenience.

Kind Regards,

 Distribution En...  Login Sea...  Recent It...  No...  Sales Ops Service ...  Feedb...

10/7/22, 5:44 PM

12968406 | Salesforce

Shutterstock IP Team



Account Details



Case

Shutterstock

+ Follow

Link to Contributor Admin

Link to Customer Admin

Shutterstock Customer IM 9535

Parent Account

Shutterstock Customer IM - 9994 Amount (/lightning/r/001a000001b3SawAAE/view)

Type

Website

Global Region ⓘ

Asia

Industry

Communications

Phone

Domestic Region ⓘ

Japan

Billing Address

JP

Approval Status ⓘ



Login Details



Link a related record.

Search logins...



Distribution En...



Login Sea...



Recent It...



No...



Sales Ops Service ...



Feedb...

10/7/22, 5:44 PM

12998851 | Salesforce



Case
**RE: Shutterstock
content withdraw...**

+ Follow

Link to Contributor Admin

Link to Customer Admin

Chatter

Details

Related

Box

Email

Post

Send to Customer Q...

Send to Privacy

Send to Contributor

Write an email...


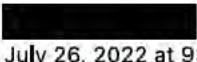
Compose

Sort by:

Most Recent Activity ▼

Search this feed...



  (/lightning/r/005a000000CHDjgAAH/view) to Shutterstock Only posted a file.
July 26, 2022 at 9:27 AM (/lightning/r/0D53Z000009ufCKQSA2/view)



Like

Comment

Write a comment...

This record was updated.
July 26, 2022 at 9:26 AM

Description
Changed

Status
Waiting on Client to Complete



Distribution En...



Login Sea...



Refresh All Updates No...



Sales Ops Service ...



Feedb...

https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001Rqm1HQAR/view

1/7

CONFIDENTIAL

STK006466

10/7/22, 5:44 PM

12998851 | Salesforce

[REDACTED] (/lightning/r/005a000000CHDjgAAH/view) to Shutterstock Only updated this record.
 July 26, 2022 at 9:26 AM (/lightning/r/0D53Z00009ufCJISA2/view)

Case
 Status
 waiting on Client to Completed
**RE: Shutterstock
 content withdraw...**

+ Follow

Link to Contributor Admin

Link to Customer Admin

Like

Comment

Write a comment...

[REDACTED] (/lightning/r/005a000000CHDjgAAH/view) to Shutterstock Only updated this record.
 July 26, 2022 at 9:26 AM (/lightning/r/0D53Z00009ufCJlSAM/view)

Status

New to Waiting on Client

Like

Comment

Write a comment...

[REDACTED] (/lightning/r/005a000000CHDjgAAH/view) to Shutterstock Only sent an email.
 July 26, 2022 at 9:26 AM (/lightning/r/0D53Z00009ufCJlSAM/view)

✉ To: [REDACTED] (/lightning/r/003a000002Bg2ecAAB/view) ⓘ

Hi [REDACTED]

I've attached a thumbnail.

Thanks!

IP Team, Shutterstock

Expand Email

184480699...

image001.jpg

image002.jpg

image003.jpg

1 view

Like

Comment



Distribution En...



Login Sea...



Recent It...



No...



Sales Ops Service ...



Feedb...

<https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001Rqm1HQAR/view>

2/7

CONFIDENTIAL

STK006467

10/7/22, 5:44 PM

12998851 | Salesforce



Shutterstock Integration (/lightning/r/00530000004s1nKAAQ/view) created this case.
 July 21, 2022 at 6:56 PM (/lightning/r/00D53Z00009udlf3SAE/view)



Case 12998851

**RE: Shutterstock
 content withdraw...**

+ Follow

Link to Contributor Admin

Link to Customer Admin

[View more details](#)

1 view



Like



Comment

Write a comment...



[REDACTED] to Shutterstock Only sent an email.
 July 21, 2022 at 6:56 PM (/lightning/r/00D53Z00009udlf3SAE/view)



To: compliance ⓘ

Hello!

Can you show me what this image looks like?

Thank you!

RPG Souvenirs

www.rpgsouvenirs.com (<http://www.rpgsouvenirs.com/>)



From: Shutterstock Compliance <compliance@shutterstock.com (<mailto:compliance@shutterstock.com>)>

Sent: Friday, June 3, 2022 2:47 PM

To: [REDACTED]

Subject: Shutterstock content withdrawal notice - Image 1844806996

Hello,



We are writing to you in connection with Shutterstock image ID 1844806996. Our records show that you hold a license to this content, issued as follows:

<https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001Rqm1HQAR/view>

3/7

CONFIDENTIAL

STK006468

10/7/22, 5:44 PM

12998851 | Salesforce

Image ID: 1844806996

License Type: enhanced

Licensed on: February 11, 2021 15:28:24



Case

RE: Shutterstock content withdraw...
 To be clear, the issue is with the image itself as uploaded by the contributor to Shutterstock, not in how you are using it.

To be clear, the issue is with the image itself as uploaded by the contributor to Shutterstock, not in how you are using it.

Thank you for your understanding, and apologies for any inconvenience.

Kind Regards,

Shutterstock IP Team

[image001.jpg](#)[image002.jpg](#)[image003.jpg](#)

1 view



Like



Comment



Write a comment...



Shutterstock Integration (/lightning/r/00530000004s1nKAAQ/view) updated this record.

July 21, 2022 at 6:56 PM (/lightning/r/00D53Z00009udlf5SAE/view)

Case Record Type

Customer Case to IP Team



Like



Comment



Write a comment...



Case Details

Type

Legal Complaints

Parent Case

Sub-Type

General copyright complaint



Distribution En...
Status



Login Sea...



Recent It...



No...



Sales Ops Service ...



Feedb...

10/7/22, 5:44 PM

12998851 | Salesforce

Completed

Web Email

Subject

RE: Shutterstock content withdrawal notice - Image 1844806996

RE: Shutterstock

+ Follow

Link to Contributor Admin

Link to Customer Admin

Hello, content withdraw...

Can you show me what this image looks like?

Thank you!

RPG Souvenirs

<<http://www.rpgsouvenirs.com/> (<http://www.rpgsouvenirs.com/>)> www.rpgsouvenirs.com
 (http://www.rpgsouvenirs.com)

From: Shutterstock Compliance <compliance@shutterstock.com
 (<mailto:compliance@shutterstock.com>)>


Sent: Friday, June 3, 2022 2:47 PM


To:


Subject: Shutterstock content withdrawal notice - Image 1844806996


Hello,


We are writing to you in connection with Shutterstock image ID 1844806996. Our records show that you hold a license to this content, issued as follows:

 [Image ID 1844806996](#) Login Sea...

 Recent It...

 No...

 Sales Ops Service ...

 Feedb...

<https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001Rqm1HQAR/view>

5/7

CONFIDENTIAL

STK006470

10/7/22, 5:44 PM

12998851 | Salesforce

License Type: enhanced

Licensed on: February 11, 2021 15:28:24



Case

RE: Shutterstock content withdraw...

Due to a legal claim received in connection with this image, we are requesting that you withdraw the image and cease usage, as set forth in the applicable license, until the issue has been resolved.

[+ Follow](#) [Link to Contributor Admin](#) [Link to Customer Admin](#)

To be clear, the issue is with the image itself as uploaded by the contributor to Shutterstock, not in how you are using it.

Thank you for your understanding, and apologies for any inconvenience.

Kind Regards,

Shutterstock IP Team



Account Details

Account Name

Shutterstock Customer IM - 2808

Parent Account

[Shutterstock Customer IM - 9994 Amount \(/lightning/r/001a000001b3SawAAE/view\)](#)

Type

Website

Global Region ⓘ

Industry

Phone

Domestic Region ⓘ

Billing Address



Dashboard Status ⓘ Login Sea...



Recent It...



No...



Sales Ops Service ...



Feedb...

10/7/22, 5:44 PM

12998851 | Salesforce



Login Details



Case

Link a related record.

RE: Shutterstock
Search logins...

content withdraw...

+ Follow

Link to Contributor Admin

Link to Customer Admin



Distribution En...



Login Sea...



Recent It...



No...




Sales Ops Service ...



Feedb...

10/7/22, 5:45 PM

13145524 | Salesforce

 **Case**
Re: Shutterstock
content withdraw...

[+ Follow](#) [Link to Contributor Admin](#) [Link to Customer Admin](#)

Status	Case N...	Case Owner	Case Reco...	Contact N...	L...
Com...	13145...	[REDACTED]	IP Team	[REDACTED]	


Chatter Details Related Box


Email Post Send to Customer Q... Send to Privacy Send to Contributor

[Compose](#)



Sort by:


Most Recent Activity




 [REDACTED] (/lightning/r/005a000000CHDjgAAH/view) updated this record.
September 12, 2022 at 454 PM (/lightning/r/0D53Z00000A4UoKPSQ0/view)



Description
Changed


 Like  Comment


 [REDACTED] Write a comment...







 [REDACTED] (/lightning/r/005a000000CHDjgAAH/view) closed this case as Completed.
September 12, 2022 at 454 PM (/lightning/r/0D53Z00000A4UoKOSQ0/view)

Status
New to Completed

 Like  Comment

 [REDACTED] Write a comment...

 [REDACTED] (/lightning/r/005a000000CHDjgAAH/view) to Shutterstock Only updated this
record.
September 12, 2022 at 454 PM (/lightning/r/0D53Z00000A4UoKNSQ0/view)

 Distribution En...  Login Sea...  Recent It...  No...  Sales Ops Service ...  Feedb...

<https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001SxDlnQAF/view>

1/4

CONFIDENTIAL

STK006473

10/7/22, 5:45 PM

13145524 | Salesforce

Status
New to Completed

Like



Case

Comment

Re: Shutterstock

+ Follow

Link to Contributor Admin

Link to Customer Admin

content withdraw...

Status



Case N...

Case Owner

Case Reco...

Contact N...

L...

Shutterstock Integration (/lightning/r/000004s1nKAAQ/view) created this record.
September 2, 2022 at 6:33 AM (/lightning/r/00D53Z0000A2rPnbSQE/view)

13145524

[View more details](#)

1 view

Like

Comment

Write a comment...



to Shutterstock Only sent an email.

September 2, 2022 at 6:33 AM (/lightning/r/00D53Z0000A2rPnbSQE/view)



To: compliance ⓘ

Don't worry we haven't used this image although it was downloaded time ago.
Best regards

Directora editorial

[Expand Email](#)

1 view

Like

Comment

Write a comment...



Shutterstock Integration (/lightning/r/00530000004s1nKAAQ/view) updated this record.
September 2, 2022 at 6:33 AM (/lightning/r/00D53Z0000A2rPnbSQE/view)

Case Record Type



Distribution Center



Customer Case to IP Team



Recent It...



No...



Sales Ops Service ...



Feedb...

<https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001SxDlnQAF/view>

2/4

CONFIDENTIAL

STK006474

10/7/22, 5:45 PM

13145524 | Salesforce

Like

Comment

Write a comment...



Case

Re: Shutterstock

Content withdrawal...

+ Follow

Link to Contributor Admin

Link to Customer Admin

Status	Case N...	Case Owner	Case Reco...	Contact N...	L...
Legal Complaints	13145...	[REDACTED]	IP Team	[REDACTED]	

Parent Case

[12731083 \(/lightning/r/5003Z00001PkcUrQAJ/view\)](#)

Sub-Type

General copyright complaint

Status

Completed

Web Email

[REDACTED]

Subject

Re: Shutterstock content withdrawal notice Image 1462162238

Description

Don't worry we haven't used this image although it was downloaded time ago.
Best regards

[REDACTED]

Directora editorial

[REDACTED]

> El 30 ago 2022, a las 23:23, IP Team Shutterstock <compliance@shutterstock.com> (<mailto:compliance@shutterstock.com>)> escribió:

>

> Hello,

>

> We are writing to you in connection with the Shutterstock image ID 1462162238: Our records show that you hold a license to this content. Due to a legal claim received in connection with this image, we are requesting that you withdraw the image and cease usage until the issue has been resolved, as set forth in the applicable license.

>

> To be clear, the issue is with the image itself, not in how you are using it. As such, I do not know how or if you have used this image. You will need to determine this yourself.

>

> Thank you for your understanding, and apologies for any inconvenience.

>

>

> Kind Regards,

>

> [REDACTED]



Shutterstock IP Team Login Sea...



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Sales Ops Service ...



Feedb...

<https://shutterstock.lightning.force.com/lightning/r/Case/5003Z00001SxDlnQAF/view>


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CONFIDENTIAL


STK006475

10/7/22, 5:45 PM

13145524 | Salesforce



Account Details



Account Name



Parent Account

Re: Shutterstock

content withdraw...

Type

Media/Publisher

Status

Case N...

Case Owner

Case Reco...

Contact N...


L...

ComWebsite

13145...

IP Team

<https://www.libsa.es> (<https://www.libsa.es>)


Global Region 

Europe

Industry


Book Publisher

Phone

Domestic Region 

Spain

Billing Address

Approval Status 



Login Details



Link a related record.

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